

Date:March 30,
2024

Important Update Regarding LHI Service Rates and Processing Times

As part of our ongoing commitment to excellence, we have conducted a comprehensive review of our operations. Based on this assessment, we are implementing strategic changes to enhance our services and ensure a seamless experience for all our customers.

Processing Times:

To optimize efficiency, we are refining the processing times for new non-pedigree registrations under the standard fee structure. Effective **Monday April 29th**, these registrations will adhere to a **five working-day turnaround**, allowing us to maintain consistency of service. For instance, an application received on a Monday, provided it is complete and correct, will where possible be dispatched on the following Monday. Similarly, items received on other weekdays will follow a similar schedule. Ownership registrations etc will continue to be processed usually within a day or two where possible.

While we appreciate the urgency of certain requests, we kindly request your cooperation in refraining from demanding even faster processing times. Such requests disrupt our workflow significantly. Should express turnaround be absolutely necessary and feasible, a premium will now apply for this service.

Price Increase:

LHI has consistently offered very competitive rates over the years and with unbeatable service efficiency. We continue to operate independently and we do not receive the huge state funding other agencies enjoy.

However, external factors including ever rising input costs, increased backroom operations complexity, enduring a 23% vat rate and regulatory obligations, have necessitated a re-evaluation of our pricing structure. After careful consideration, we find it imperative to adjust our service rates.

Pedigree Recorded Registrations: The intricate administrative processes required for processing pedigree recorded registrations in particular are no longer sustainable at our existing rates. Therefore, we are making significant but still very reasonable adjustments, to reflect the true cost of these specialized services and at the same time simplifying the rates' structure.

We have revised our rates to the bare minimum necessary to uphold our high standards and standard post return is no longer a separate charge, it is now included in all revised rates.

Thank you. (PTO for rates etc)

The Irish Piebald & Skewbald Association Ltd t/a Leisure Horse Ireland

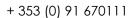
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All rates in Euro, include vat @ 23%, naming and standard post return Effective for all applications received on or after **Monday April 29th**

PAYMENT

Cleared payment must now accompany all applications. We will no longer expend our time chasing payment. Applications that arrive without payment, will be left aside unprocessed, until such time that cleared payment is received, turnaround times will apply then from that point forward.

We have a very convenient and safe online prepayment system where applications can be prepaid by card or paypal: www.lhi.ie/lhi-fees-forms-prepay (payment page, forms and rates to be updated)



Alternatively payment may be included with the application by postal order etc, but due to the increasing occurrence of cheques not being honoured, a turnaround timeframe of **an additional 10 working days** from date of lodging <u>will apply to cheques</u>, before passports are dispatched.

NEW REGISTRATIONS / PEDIGREE UPGRADES

100.00
140.00
140.00
140.00
140.00
45.00*
30.00*

Express Service* (2-3 day turnaround where possible – check availability beforehand)
Non Pedigree New Registrations Only - additional per passport 20.00

Return Recorded Delivery

Single Charge, regardless of quantity of passports	15.00
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OTHER SERVICES

Overstamp Existing Passport into LHI Studbook	50.00
Mare DNA Typing	50.00
Ownership Registration	25.00
Name Change	50.00
Passport Amendment	70.00
Duplicate Passport	105.00
Foreign Passport Registration	50.00
Prefix Registration	60.00

Cancellation of an LHI issued passport* 200.00

(*payable by the original applicant, where there was non-disclosure of key information, regardless of the circumstances)

^{*}LHI do not offer a walk in / without appointment same day or while you wait service