



On behalf of Onaconda Farrier Service, I want to welcome you as a new client. I am thrilled to serve you by providing your horse quality hoof care.

At Onaconda Farrier Service, the mission is to provide excellent care for your horse. The farrier industry is evolving non-stop with constant scientific developments. We strive to stay as up-to-date as possible by attending various clinics, webinars, and scouring studies.

Enclosed in this packet, you will find the following information: what you may expect from Onaconda Farrier Service, general hoof care tips, current pricing, and more. Please take the time to read the following pages, as they will help create the best experience possible for you and your horse.

If you have any questions or issues, please feel free to contact Carrie in any of the following ways:

**Phone:** 217-474-1251

**Email:** [onaconda.farrier@gmail.com](mailto:onaconda.farrier@gmail.com)

**Social Media:** Onaconda Farrier Service (Facebook, Instagram, TikTok)

Of this packet, only pages 7-9 need to be printed & returned to us.

I encourage you to follow Onaconda Farrier Service on your preferred social media platform(s) to stay up-to-date with events and soak up some enriching content.

Thank you again for choosing Onaconda Farrier Service for your hoof care needs! We are honored to serve you.

Sincerely,

*Carrie M Rule, APF-1*

*Onaconda Farrier Service LLC, Owner-operator*



When you hire Onacona Farrier Service, you're not just hiring someone to show up at the barn, rush through the process, and be on their way. We strive to create a positive experience for both the horses as well as the owners we serve.

## • Care.

With the care we direct toward your horse(s), we also care about the owners who employ us. If there is anything outside the realm of hoof care that we may be able to help with, we are happy to do so – whether that be lending an ear to vent or any other practical need.

## • Respect.

You *and* your horse will be treated with the utmost respect through every interaction.

## • Patience.

We will work patiently with your horse during any behavior issues that may arise. We recognize that horses are not robots and may be afflicted by pain or just simply have an “off” day, which is no grounds for penalization.

## • Quality.

While learning the most effective methods to allow the work to flow smoother, we will not take short-cuts that may compromise the quality of your hoof care needs.

## • Punctuality.

You can count on us to be on time. In the event of any potential delay, clients will be notified as soon as safely possible.

## • Communication.

You may contact us through a call, text, email, or a message through social media during business hours. Whether it is to set up your next appointment, report a lost shoe, or ask a question. Responses will be issued during business hours.

## • Collaboration.

We are happy to work with your vet, equine massage therapists/chiropractors, and other farriers to ensure the best hoof care possible.

## • Referrals.

If your horse needs specialized care that we are unable to provide, we are more than happy to refer you to someone who can perform the task required.



# Terms of Service

As a client of Onacona Farrier Service, I have read and agree to the following:

## Appointment Amenities

- **A solid place to pull in and park** a 2-wheel drive truck and trailer is required. We do *not* want to cause property damage by getting stuck during the muddy season!
- **A safe work space**; covered area during inclement weather (rain, snow, etc) free of obstructions – dry, flat, non-slip (dirt, rubber mat, textured concrete, or gravel) area to work in with good lighting and, if shoeing, water and a power source may be necessary.

**The nicer the work area, the easier it is to produce high quality work!**

- **Cross ties, single ties, or a handler must be provided** -- however the horse will be the most comfortable and stand with their best behavior.
- **Horses must be taught to stand well and not kick, bite, or jerk.** Work may not be completed if the horse is a safety hazard and will not be rescheduled if dangerous.
- **Horses' legs and feet must be CLEAN and DRY.**
- **Excessive appointment time spent waiting** for a horse (being caught in field, extended riding lesson) may result in an additional fee.

## Scheduling

In order for us to provide excellent care for your horse, it should be on a routine maintenance schedule. As the foot grows longer, it also distorts. We have found, and studies have shown, that horses kept on a 4-6 week schedule will have a much healthier foot than those on a 8+ week schedule. By keeping the shorter schedule, we are able to work on maintaining *and* improving the foot at each appointment rather than simply doing "damage control."

- **Most horses will be scheduled for every 5-6 weeks.** Horses in heavy competition or with complex issues may be scheduled for every 4 weeks. We will not schedule regular appointments at a greater interval than 6 weeks.
- **Appointments are made on a first-come, first-served basis.** Please plan to schedule in advance as opposed to the last minute.
- **Your next appointment will be scheduled** immediately following your existing appointment and scheduling multiple appointments in advance is an option.
- **We do not schedule appointments on weekends.**

We appreciate your understanding as we reserve that time for family and routine maintenance needs.



## Scheduling (Continued)

- **We schedule extra time for each appointment** so that we will never rush, enabling us to have time for any necessary explanations or education and; hopefully, so that we will be early at our next stop.
- **If we are running early or late, we will call or send a text as soon as it is safe to do so.** We appreciate your patience and understanding.

## Cancelations

- We ask that, if possible, any cancelations be made at least 48 hours (2 days) in advance. Advanced-notice cancelation will hold no penalty.
- In the case of canceled appointments due to severe weather, all appointments will be rescheduled at the earliest possible time with no penalty.
- If your barn has been exposed to any contagious human or equine illnesses, you must immediately inform us so your appointment be rescheduled.
- A \$75.00 cancelation fee may be charged in the event of a non-exempt appointment cancelation.

## Lost Shoes

- Please call or text as soon as possible when your horse has lost a shoe. We may be in the area and can replace it quickly, preventing hoof damage or potential soreness.
- Once a shoe has been on 4+ weeks, the horse should be reshod.
- For non-regular clients, a fee of \$50 will be charged for replacing a lost shoe. A travel fee may be applied.

## Payment

- **Payment is required at the time of service.**
- Cash, credit/debit cards, and Venmo are accepted.
- Billing arrangements may be made for large/business facilities.
- After 30 days, a \$75.00 late fee will be applied to the past-due balance.

## Pricing

- Prices will increase each year in accordance with current cost of living with advance notice given to all clients.

## BUSINESS HOURS

**Sunday:** CLOSED

**Monday-Friday:** 8:00 AM – 6:00 PM (CST)

**Saturday:** CLOSED

**Please note** that any business communications are subject to business hours. After-hours messages/calls may not be returned until the next business day.



## Quick Care Tips

### Routine Care

- **Clean your horse's hooves daily.** This helps prevent issues with thrush and provides an opportunity to make sure there are no other concerns, such as foreign objects stuck in the foot. This will also familiarize you with what is "normal" for your horse's foot.
- **Overflowing your water trough** does NOT introduce moisture to your horse's feet during the dry seasons – it actually does the *opposite*. As the mud dries, it pulls moisture away. We do not recommend this practice.
- **During the muddy seasons**, it is encouraged to have a dry area for the horse to rest OR allow "down time" in a stall/paddock with no mud to help prevent thrush and other hoof issues.

### Supplements

- **If there is a nutritional deficiency**, hoof growth supplements such as Farriers Formula by Life Data Labs, California Trace, K.I.S. trace, or H.B. 15 by Farnam can be helpful to improve hoof quality. There are endless supplements available; therefore, discussing your horse's diet with your attending veterinarian or a certified nutritionist paired with hay/ground/water testing is recommended.

### Maintenance

- **Schedule regular hoof care with your farrier.**
- **Maintain your horse at an appropriate weight and fitness level** for their job; this will help with hoof and joint health as well as overall health.
- **Share your schedule.** If you have horse shows, clinics, big trail rides, etc. coming up, we ask that you let us know in advance so that we may better serve you and your horse for your event and we will be sure to take it into consideration when setting future appointments.
- **Please contact us** if you have any questions, concerns, or problems.

### Pre-Purchase Exam (PPE) Consultation

- For established clients who are looking at purchasing a new horse, we are more than happy to consult from a hoof care perspective at no charge.



# Price Listing

<b>Zone A</b>	
Up to 1 hour from Champaign, Illinois	
Trim	\$55.00
Draft/Draft Cross Trim	\$100.00
Half Set (2 feet)	\$125.00
Full Set (4 feet)	\$175.00
Half Set – Size 4+ (2 feet)	\$250.00
Full Set – Size 4+ (4 feet)	\$350.00
Pads (pair)	\$50.00
Pour-in Pads (pair)	\$50.00
DIM (pair)	\$40.00
Specialty Shoes/Veterinary Stand-by	\$60.00/hr
Farm Call (Off-Route Scheduling)	\$2/mi
Lecture/Demo (hoof care, anatomy, etc)	\$0.00
Therapeutic Trimming	\$100.00

<b>Zone B</b>	
1-2 Hours from Champaign, Illinois	
Trim	\$65.00
Draft/Draft Cross Trim	\$120.00
Half Set (2 feet)	\$175.00
Full Set (4 feet)	\$250.00
Half Set – Size 4+ (2 feet)	\$300.00
Full Set – Size 4+ (4 feet)	\$400.00
Pads (pair)	\$50.00
Pour-in Pads	\$50.00
DIM	\$40.00
Specialty Shoes/Veterinary Stand-by	\$60.00/hr
Farm Call (Off-Route Scheduling)	\$2/mi
Lecture/Demo (hoof care, anatomy, etc)	\$0.00
Therapeutic Trimming	\$100.00

<b>Zone C</b>	
2-3 Hours from Champaign, Illinois	
Trim	\$75.00
Draft/Draft Cross Trim	\$140.00
Half Set (2 feet)	\$200.00
Full Set (4 feet)	\$275.00
Half Set – Size 4+ (2 feet)	\$275.00
Full Set – Size 4+ (4 feet)	\$375.00
Pads (pair)	\$50.00
Pour-in Pads	\$50.00
DIM	\$40.00
Specialty Shoes/Veterinary Stand-by	\$60.00/hr
Farm Call (Off-Route Scheduling)	\$2/mi
Lecture/Demo (hoof care, anatomy, etc)	\$0.00
Therapeutic Trimming	\$100.00

Please note: These prices are subject to change due to market environments.



# Client Information Form

**Name:** \_\_\_\_\_

**Billing/Mailing Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ Home Cell Work

**Email:** \_\_\_\_\_

**Birthday:** (mm/dd) \_\_\_\_/\_\_\_\_

**Horse Info** – List horse’s name, breed, age, gender, and primary discipline:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**Farm Name:** \_\_\_\_\_

**Farm Address** (if different than billing address): \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**Type of footing horse is worked on:** Sand/Roadway/Trails/Other: \_\_\_\_\_

**Attending Veterinarian:** \_\_\_\_\_

**How did you find out about us?** Referral from \_\_\_\_\_

Social Media Website Event Other \_\_\_\_\_

**Preferred contact method:** Call Text Email

**Best time to contact:** Morning Afternoon Evening

**I want to receive a receipt after appointments:** Yes No

If yes, by? (please choose one): Email  Paper Receipt

**Permission to use photos for marketing (may include horse, work done, etc.):**

Yes No Please ask me first

NOTE: No personal/identifying information will be released when using photos for publication.

Any additional helpful information we need to know (handling tips, requires sedation by vet, over-reaches, etc)?



## Payment Authorization Form

**A card on file is a requirement for *all* clients.** All information is stored securely, and all hand-written forms destroyed upon entering client information into our system.

### **Square Payments will make your life easier:**

- It's convenient, contactless, and safe! All payments are processed using Square.
- Your payment is always on time (even if you're out of town), eliminating late fees.

### **Here's how having card on file works...**

You authorize Onacona Farrier Service to keep your card on file, allowing contactless payments. You will be charged *only* the amount indicated via your invoice. You agree that no prior notification will be provided in the event of cancellation fees.

**Please note that card payments are not required** and you can continue to pay with one of our other payment methods at your discretion; however, having a card on file is required.

Additionally, you acknowledge that cancellations with less than 48-hour notice will be charged a cancellation fee of \$75.00, unless otherwise made exempt.

### **Please complete the following:**

I, \_\_\_\_\_, authorize Onacona Farrier Service to charge my credit card indicated below for the invoiced amount at the time of service, or the \$75.00 cancellation fee as outlined in their Client Packet.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Registration Fee: **\$0.00** / Cancellation Fee: **\$75.00**





## Credit/Debit Card Information

VISA    MasterCard    Discover    American Express

**Name on Card:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_      **State:** \_\_\_\_\_      **ZIP:** \_\_\_\_\_

**Telephone:** (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**Email:** \_\_\_\_\_ @ \_\_\_\_\_

**Card Number:** \_\_\_\_\_

**Exp. Date:** \_\_\_\_/\_\_\_\_      **CVV (security code):** \_\_\_\_\_

**ZIP code Associated with the Card:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify Onaconda Farrier Service in writing of any changes in my account information or termination of this authorization at least 14 days prior to the next billing date. If the above noted payment dates fall on a weekend or holiday, I understand that the payments may be executed on the next business day. In the case of an ACH Transaction being rejected for Credit Card Declined, I understand that Onaconda Farrier Service may, at its discretion, attempt to process the charge again within 30 days, and agree to an additional charge for each attempt returned. Decline which will be initiated as a separate transaction from the authorized recurring payment. I acknowledge that the origination of ACH transactions to my account must comply with the provision of U.S. law. I certify that I am an authorized user of this credit card/bank account and will not dispute these scheduled transactions with my credit card company; so long as the transactions correspond to the terms indicated in this authorization form.