



On behalf of Onacona 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 Onacona 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 Onacona 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: onacona.farrier@gmail.com

Social Media: Onacona Farrier Service (Facebook, Instagram, TikTok)

I encourage you to follow Onacona 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 Onacona Farrier Service for your hoof care needs! We are honored to serve you.

Sincerely,

Carrie M Rule, CF APF-II

Onacona Farrier Service, 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 experience.

• Punctuality.

You can count on us to be on time. Each day is scheduled to have extra time available for each client so that we are not rushed. 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. Whether it is to set up your next appointment, report a lost shoe, or ask a question – we will respond as soon as we are able.

• 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.



As a client of Onaconda 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.
- A safe, free of obstructions, dry, flat, non-slip (dirt, rubber mat, textured concrete, gravel – NOT polished/smooth concrete) area to work in with good lighting and, if shoeing, water and a power source may be necessary. The nicer the 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. The distortion is exponential, meaning it distorts at a faster rate with every week that passes. 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 6-8+ 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 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.**
- **Do not wait until your horse's feet look bad before making an appointment.** First, it may be several weeks before we have a spot on the schedule that will work for you. Second, by the time your horse's feet look bad, we are simply having to control the amount of damage done.
- **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 current appointment or scheduling multiple appointments in advance is an option.**



Scheduling (Continued)

- **We do not schedule regular appointments on weekends.**
- **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.
- 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.
- **A cancellation fee for last-minute cancelations has been implemented – which is \$75.00.**

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 soreness issues.
- Once a shoe has been on 4+ weeks, the horse should be reshod.
- For non-regular clients, a fee of \$40 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, as well as Zelle, CashApp, and Venmo are accepted.

Pricing

- Prices will increase each year in accordance with current economic conditions, with advance notice given to all clients.



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 in the foot.
- Try to minimize the fluctuation of a wet and dry environment; constant changes in moisture content can lead to cracked or brittle hooves.

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 testing is highly 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 happy to look at the horse from a hoof care perspective.



Zone A Up to 1 hour from Clinton, Illinois	
Trim	\$60.00
Draft/Draft Cross Trim	\$150.00
Half Set (2 feet)	\$135.00
Full Set (4 feet)	\$190.00
Half Set – Draft (2 feet)	\$350.00
Full Set – Draft (4 feet)	\$500.00
Pads (pair)	\$50.00
Pour-in Pads	\$50.00
DIM	\$50.00
Specialty Shoes/Veterinary Stand-by	\$60.00/hr
Farm Call (Only applicable when "off route.")	\$2.50/mi
Lecture/Demo (hoof care, anatomy, etc)	\$0.00
Therapeutic Trimming	\$150.00

Zone B 1-2 Hours from Clinton, Illinois	
Trim	\$70.00
Draft/Draft Cross Trim	\$175.00
Half Set (2 feet)	\$160.00
Full Set (4 feet)	\$225.00
Half Set – Draft	\$350.00
Full Set – Draft	\$500.00
Pads (pair)	\$50.00
Pour-in Pads	\$50.00
DIM	\$50.00
Specialty Shoes/Veterinary Stand-by	\$60.00/hr
Farm Call (Only applicable when "off route.")	\$2.50/mi
Lecture/Demo (hoof care, anatomy, etc)	\$0.00

Zone C 2-3 Hours from Clinton, Illinois	
Trim	\$80.00
Draft/Draft Cross Trim	\$200.00
Half Set (2 feet)	\$175.00
Full Set (4 feet)	\$250.00
Half Set – Draft	\$350.00
Full Set – Draft	\$500.00
Pads (pair)	\$50.00
Pour-in Pads	\$50.00
DIM	\$50.00
Specialty Shoes/Veterinary Stand-by	\$60.00/hr
Farm Call (Only applicable when "off route.")	\$2.50/mi
Lecture/Demo (hoof care, anatomy, etc)	\$0.00



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 _____

☐ 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.

Anything we need to know (handling tips, requires sedation by vet, over-reaches, etc)?



Payment Authorization Form

Due to recent policy changes, 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 the system.

Why have a card on file?

Recurring Payments will make your life easier:

- It's convenient, contactless, and safe! All card 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 for each appointment. 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 via cash at your discretion, but a card on file is required with new policies.

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

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 the 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.