



DIXIE'S FARRIER SERVICE

Cicero, Indiana 46034
@dixiesfarrier
(765)639-3647
cody@dixiesfarrierservice.com
www.dixiesfarrierservice.com

On behalf of the entire team at Dixie's Farrier Service, I want to welcome you as a new client. We are thrilled to serve you by providing the hoof care your horse needs.

At Dixie's Farrier Service, our mission is to provide excellent care for your horse through quality workmanship and a commitment to education. Our clients are important to us, and we will do our best to care for both you and your horse.

Enclosed in this packet you will find: what you may expect from us, 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 us in any of the following ways:

Phone: 765-639-3647

Email: cody@dixiesfarrierservice.com

Social Media: @dixiesfarrier

I would encourage you to follow us on social media and check in on the website (www.dixiesfarrierservice.com) for new educational material and to keep up with what is going on in the world of hoof care.

Thank you again for choosing Dixie's Farrier Service for your hoof care needs. We are honored to serve you.

Sincerely,

Cody J. Bogard CJF APF

When you hire Dixie's Farrier Service, you are not just paying someone to trim or tack on shoes; you are entrusting us to care for both you and your horse. Our goal is to provide you with quality hoof care so that your horse will perform at its finest, whether in trail riding, fox hunting, cutting, or eventing. To achieve this, you may expect several standards when you hire us:

- Care. We not only care about your horse, but we also care about you. We are constantly praying for our clients and would love to know if there is anything outside of hoof care that we may help you with, whether it is simply lending an ear and praying with/for you or helping with any practical need you may have.
- 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.
- Quality. While we do try to work as efficiently as possible, we refuse to sacrifice quality by hurrying or taking shortcuts.
- Punctuality. You may count on us to be on time. We purposefully schedule each day to have extra time available for each client so that we are not rushed and have time to hopefully arrive early to each appointment.
- Communication. You may contact us through a call, text, email, or a message through social media at your convenience. 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 to ensure the best hoof care possible.
- Referrals. If your horse needs specialized care that we are not able to provide, we are more than happy to refer you to someone who is able.

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

Appointment

- A solid place to pull in and park a two-wheel drive truck and trailer is required.
- A safe, free of obstructions, dry, flat, non-slip (dirt, rubber mat, textured concrete, stone) (NOT polished/smooth concrete) area to work in with good lighting and, if shoeing, water and a power source is 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 best.
- Horses must be taught to stand well and not kick 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 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 will 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 more 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. Your horse's hooves should still look relatively good at the end of the maintenance cycle.
- Appointments are made on a first-come, first-served basis. Please plan to schedule several weeks in advance. We are generally booked 4-5 weeks out before we can include you on the schedule.
- Your next appointment may be scheduled immediately following your current appointment or scheduling multiple appointments in advance is an option.
- We do not schedule regular appointments on weekends.

- We schedule extra time for each appointment so that we will never rush, so that we 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. Most likely if this happens, it is due to someone else's horse needing extra attention. We appreciate your patience and understanding, as next time it could be your horse needing that extra time.

Cancellations

- We ask that, if possible, any cancellations be made at least 24 hours in advance.
- In the case of canceled appointments due to severe winter weather, all appointments will be rescheduled at the earliest possible time.
- If your barn has been exposed to any contagious horse illnesses, you must let us know and we will reschedule.

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 get to it quickly. The less time your horse has with a missing shoe, the less chance of damage to the hoof.
- For regularly scheduled clients, shoes are replaced for free through 2 weeks of the initial application. (However, if lost shoes become a regular occurrence due to fencing or other living conditions of the horse, a fee will be charged.)
- 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. (Any applicable trip charges are additional.)

Payment

- Payment is required at the time of service unless otherwise agreed upon before the work is completed.
- Cash, check, credit card, and PayPal are accepted. Please write out any checks to Dixie's Farrier Service.
- If needed, please ask about billing.

Pricing

- Prices for loyalty discount customers will increase every April.
- Prices for new customers or customers without the loyalty discount may increase at any time. (see dixiefarrierservice.com/pricing for current prices)
- For each new referral that schedules an appointment, a credit of the value of one trim will be applied to your account.

Discount Program - Earn up to 25% off

- DFS offers a loyalty discount for any client that stays on schedule and whose horses stand appropriately.
- 5% off for credit card on file.
- 5% off for automatically scheduled four or five week appointments (same day and time of the week set to repeat on the calendar).
- 5% off if Janssen Veterinary Clinic is your equine vet.
- 5% off for trimming or shoeing at Janssen Veterinary Clinic.
- 5% off if radiographs by Janssen Veterinary Clinic are taken during the farrier appointment.
- Full price for incoming customers can go up at any time and by any amount deemed necessary.
- The difference in price between what a client pays and full price will be shown on the invoice/receipt as a discount.
- Third time of no-show or cancelation without 12 hour notice or three late payments will result in the loss of any discount and clients will be charged full price as shown on the website.
- Horses that are ill behaved/dangerous will not be eligible for a discount and will be charged at full price.

Client Name:

Date:

Tips

Daily Care

- Clean your horse's hooves daily. This helps lessen issues with thrush and provides an opportunity to make sure there are no other concerns, such as foreign objects in the foot or a loose shoe or nail.
- Try to minimize the fluctuation of a wet and dry environment. It is best for your horse's hooves to be either wet or dry; constant changes in moisture content can lead to cracked or brittle hooves.

Supplements and Topicals

- If there is a nutritional deficiency, hoof growth supplements such as Farriers Formula by Life Data Labs can be helpful to improve hoof quality.
- Topical hoof treatments such as Tuff Stuff can be used to help seal the foot and prevent damage from changes in moisture content. Topical hoof treatments designed to increase moisture in the foot should not be used, as they will make a hoof too soft.

Maintenance

- Schedule regular hoof care with a quality farrier.
- Maintain your horse at an appropriate weight or body condition score; this will help with hoof and joint health as well as overall health.
- Share your schedule. If you have 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 call if you have any questions or problems (such as a lost shoe).

Pre-Purchase Exam Consultation

- For regular clients that are looking at purchasing a new horse, we are happy to look at the horse from a hoof care perspective. Trip charges may apply.



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Service	Base Price
4 Feet Trim	\$55
Basic Shoeing/Resetting 4 Feet	\$200
Basic Shoeing/Resetting 2 Feet - Trim 2 Feet	\$140
Draft Horse Trim	\$100
Flat Pads	\$20 per shoe
Pour Pads	\$20 per shoe
Drill and Tap for Studs	\$10 per shoe
Bar Shoes	\$20 per shoe
Specialty Shoes/Forge Work (aluminium, size 4 or larger shoes, etc.)	price according to time, difficulty, and cost of materials
Farm Call	price according to distance
Lecture/Demonstration (hoof care, anatomy, etc.)	\$0

***Basic shoes will be provided at no additional charge and will be replaced as wear indicates.**

Effective 3/3/2020

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Date: _____

Information Form

Client Info

Name: _____

Billing Address: _____

() Home () Cell () Work Phone: _____

Email: _____

Birthday: _____

Horse Info

List horse's name, breed, age, gender, and primary discipline:

1. _____

2. _____

3. _____

Farm Name: _____

Farm Address (if different than billing address): _____

Type of footing horse is worked on: _____

Name of Vet: _____

How did you find out about us?: () Referral _____ () Social Media

() Website () Event _____ () Other _____

I want to be reminded of appointments: () Yes () No

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

Email Calendar Invite: () Yes () No

Best way to contact: () 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): () Text () Email

Permission to use pictures for marketing (may include horse, work done, etc.)? We may take pictures for our own notes and for future reference: () Yes () No

Subscribe to our newsletter? You can always unsubscribe later: () Yes () No

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

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