

## CLIENT RESPONSIBILITIES

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*To get the best shoeing results, the farrier and client have to work together in a cooperative effort. The following is a list of strategies that will help enhance our working relationship.*

### **Scheduling:**

- Developing a consistent shoeing or trimming schedule benefits everyone and provides the optimum results. Before leaving the barn, I will schedule your next appointment at an appropriate interval.
- I reserve weekend appointments for injured, laminitic/founder horse emergencies and do not schedule regular non-emergency appointments during those times.
- You will be notified if I'm going to be more than 15 minutes late for our appointment. You must notify me if you will be late or unable to make our appointment. Please show up early in order to have your horse ready and available by the scheduled appointment time.

### **Work Conditions and Horse Evaluation Procedures:**

- The horse is my primary client and the needs of the horse are my first concern. Have your horse ready, available, reasonably clean, dry and well-mannered by the scheduled appointment time.
- If our appointment is during feeding times, please do not feed other horses while I'm working on your horse.
- The work place must be located inside (or a covered cement pad with a safe tie rail or post), free of manure and mud, well lighted, flat and safe.
- Do not apply hoof dressings just before I arrive for our appointment.
- I may ask to observe the horse in motion (walk and/or trot). This will help me to evaluate your horse's way of going, make needed corrections, assess lameness, etc.
- I do not refit the work of other farriers.

### **Horse Behavior:**

- The horse will stand better if you do not tie your horse up for an extended time period. If your horse is too energetic, I recommend that you lunge your horse before your appointment.
- It is your responsibility to discipline your horse if the horse is not behaving. I work with every horse patiently and do not employ brutality. The horse may smell or nuzzle me, but I draw the line at them trying to eat me. In the event a horse may aggressively bite, kick or strike at me, I may have to correct the horse in a fair but firm manner to teach the horse that such behaviors are unacceptable.
- If the work cannot be finished due to the horse's behavior, then you will need to call in a veterinarian to tranquilize your horse. This may result in rescheduling your appointment to another day.

**And.....**

**AMERICAN ASSOCIATION OF PROFESSIONAL FARRIERS INC.  
CANADIAN ASSOCIATION OF PROFESSIONAL FARRIERS INC.**

I encourage you as the client to get involved, to learn, to ask and share any thoughts about the trimming and shoeing process. There is a considerable amount of knowledge and experience that we may share. I have dedicated myself to this profession in order to provide the best service for your horse(s) and you. During your appointment, I try to make time to address all of your concerns or questions, but if you have additional concerns or questions please ask, email or call me.

Thank you, I look forward to working with you!