

Great Clients Make Great Hooves

10 Ways to Be the Best Client (And Keep Your Horse Sound)

By Joe Novy, Professional Farrier
The Hoof Lab

A great farrier-client relationship means better care for your horse.

Print this, share it, and build better hoof health together.

For more free resources, visit
TheHoofLab.com.

Stay sound, Joe

Post this checklist in your barn—small efforts make a big difference!

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1. Be on time (or early!) → Have your horse caught, clean, and ready when your farrier arrives. Bonus: Pick hooves beforehand.
2. Provide a safe, clean workspace → Flat, dry area with good lighting—covered if possible. No mud, manure piles, or loose dogs/kids running around.
3. Hold or handle your horse properly → Train your horse to stand politely.
4. Communicate clearly → Share any changes (lameness, new shoes needed, diet updates) before the appointment.
5. Ask questions— we're here to educate!
6. Pay promptly and fairly → Cash, check, or Venmo on the day.
7. Respect their schedule → Stick to regular 6–8 week appointments. Give plenty of notice for cancellations.
8. Keep the area tidy → Sweep up trimmings after or offer to do it.
9. Say thank you → A simple "thanks" or holiday card means a lot —we love hearing your horse is moving better!
10. Refer great farriers → Spread the word when you find a good one (like listing them in our directory at TheHoofLab.com 😊).

Pro Tip from Joe: Being a great client means your farrier can focus on the hooves — no distractions = consistent, high-quality care = happy, sound horse!

