

CLIENT AGREEMENT FORM

The Refined Equine, LLC
Naugatuck, CT
203-558-8679 | TheRefinedEquine@gmail.com
www.TheRefinedEquine.com

Every client will be required to read and fill out this form prior to receiving saddle fitting services, it will be kept on file for future reference. If you have multiple horses page 2 can be printed and filled in multiple times. ***Please physically sign and date the last page.*** This form can be scanned and returned to TheRefinedEquine@gmail.com

Owner's Information:

First Name	
Last Name	
Email	
Mobile Phone	
Phone	
Address	
Town/ City	
County	
State	
Zip	

How did you hear about us?

How often would you like to have your saddles fitted?

In general, what is the best time/ days for fittings?

Equine Information:

Name		Gender	
Barn Name		Age	
Barn Address		Owned/ Leased	
Town/ City		Date Acquired	
County		Veterinarian	
State/ Zip		Farrier	
Breed		Chiropractor/last adjustment date	
Color		Vices	

Recent unsoundness issues:

Please list dates and explanation of any major health issues or injections:

Previous use:

Current use and Amount of work:

Goals for this horse:

Current Saddles: (Brand/ Model/ Style/ Tree size/ Seat size)

Looking to purchase a new saddle: YES NO UNSURE

If yes describe:

Saddle Fitting Policies

Scheduling

Any client wishing to be scheduled must have this client form on file.

Scheduling is done through our business manager Kate, she can be reached at Kate@TheRefinedEquine.com or 203-558-8679. Any scheduling adjustments/ special request need to go through Kate.

For individuals/ small groups (up to 4 people) at farms we will set your appointments up individually through Kate.

For larger barns/ groups (4 people or more) we ask that we have a main trainer/ contact to send a barn sign up sheet. We request the sheet be returned within 7 days prior to the fitting with all information filled out.

Cancellations

Please call us at least 48 hours prior to your appointment to cancel or reschedule.

We often must travel long distances to get to our clients, our appointment and travel schedule is booked in advanced to ensure we can meet each of our clients' needs at a time that works best for them. To best serve our clients and to allow us to re-route our trips we ask for 48 hours notification on cancellations.

If an appointment is missed without a 48-hour notification, a **\$25.00 "Late Cancellation" Fee will be charged.**

No-Shows

If an appointment is missed without any notification a **\$50 "No Show" Fee will be charged** in addition to the **farm call fee** that was applicable. In the future to schedule a new appointment a deposit of ½ the fitting cost may be required.

Late Arrivals

We are only able to perform the fitting services for your horse in the time allotted for your scheduled appointment. **If you arrive more than 10 minutes late to your scheduled appointment, we may not be able to perform your scheduled fitting services and you may need to reschedule your appointment so that we can stay on schedule with our other clients. If time allows, an additional fee may apply to complete your fitting. If your appointment needs to be cancelled due to lateness the \$25.00 "Late Cancellation" fee will be charged.**

How to be Ready for Your Appointment

1. Have your horse in, groomed (hoofs picked out and all) for your appointment time
2. If it is going to rain, please make sure your horse is dry when we arrive- we cannot fit a wet horse (sweat= wet)
3. Have all of your tack out, clean and ready to go (including your bridle and any boots you require to ride)
4. Have your riding gear ready to go (Helmet, boots, etc..) Karen may request that you ride in your newly adjusted saddle to ensure the best fit

Fee for Service

Estimates can be given for service when your appointment is made. Prices vary depending on the individual horse, saddle and materials needed. Saddle repairs such as sewing, billet, replacement, total re-flocking, etc.. are an additional charge and may require that we take your saddle to the shop to repair. Estimate is subject to change based on actual appointment, time required, and materials used. Please see our website www.TheRefinedEquine.com for an updated Service Menu and fees.

Payments

Payment is due on the day of service, no exceptions. We accept cash, checks, and credit cards. Any invoices not paid on day of service may be subject to late fees/ finance charges. Please make all checks payable to **The Refined Equine, LLC**.

Karen's Service Dog

Jacques is a trained Greyhound Service Dog who alerts Karen to blood sugar fluctuations. Jacques accompanies Karen on all her stable visits, we ask if the farm has any aggressive dogs that they be kept away from Karen and Jacques while Karen is on property working. ~ Thank you

This form serves as your authorization to communicate with your Equine Professionals listed above to better serve you and your horse, as well as a liability release. I agree I will not hold The Refined Equine LLC, their employees, and sub-contractors responsible for any injury or damage done to horse, property, or a human. The Refined Equine LLC is insured and licensed.

Owners Signature: _____ Date: _____