



Horse Clipping – Owner Expectations & Policies

Thank you for choosing Pooch and Pony. To ensure a safe, efficient, and stress-free clipping experience for everyone involved, please read the following expectations and policies prior to your appointment.

Owner Expectations

- **Clean horse:** Horses must be clean, dry, and free from mud, manure, sweat, and grease. Dirty coats blunt blades and increase clipping time.
- **Dry only:** Horses must be completely dry before clipping. Wet or damp coats cannot be clipped.
- **Safe, quiet area:** Please provide a quiet, well-lit space away from traffic, dogs, children, machinery, and hazards.
- **Power access:** Access to a working power point is required unless arranged in advance.
- **Handling & behaviour:** Horses should be reasonably handled and accustomed to being tied and touched all over. Unsafe behaviour may result in the clip being stopped.
- **Owner/handler present:** A responsible adult must be present for the duration of the clip.
- **Sedation:** If required, sedation is the owner's responsibility and must be arranged with your veterinarian prior to the appointment.
- **Additional charges:** Excessive dirt, difficult behaviour, or unsafe conditions may result in additional fees or rescheduling.
- **Biosecurity:** Please advise prior to booking if your horse is unwell or has been exposed to contagious illness.

Cancellation & Rescheduling Policy

- Please provide at least 48 hours' notice if you need to cancel or reschedule your appointment.
- Cancellations within 48 hours may incur a cancellation fee.
- Same-day cancellations or no-shows may be charged up to the full cost of the booked service.
- Appointments may be rescheduled due to unsafe weather conditions at no penalty.
- If your horse is unwell, please notify us as soon as possible so alternative arrangements can be made.

Payment Terms

- Payment is due on the day of service.
- Accepted payment methods are Cash, Tap & Go, or Bank Transfer.

- Payment must be completed before departure.
- No exceptions will be made to this policy.

By booking a clipping appointment, you acknowledge you have read and agree to the above expectations and policies.