

# Gregory Humphrey Equine Services

## *Policy Manual*

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## Lesson Cancellation Policy

At Gregory Humphrey Equine Services, we strive to offer flexibility while ensuring the smooth operation of our lesson schedule. To this end, the following cancellation and attendance policy applies:

### 1. 24-Hour Notice Requirement

Clients must provide **at least 24 hours' notice** if they wish to cancel or reschedule a lesson. This allows us to manage our schedule effectively and accommodate other clients.

### 2. Short-Notice Cancellations

If a lesson is cancelled with **less than 24 hours' notice**, the lesson will be considered **forfeited**, and no credits or rescheduling options will be provided.

### 3. No-Show Policy

If a client does not attend a scheduled lesson without prior notice, the lesson will be forfeited, and no refund or rescheduling will be offered.

### 4. Late Arrivals

If a client has not arrived **within 10 minutes** of the scheduled lesson start time and has not communicated any delay, the lesson will be **forfeited**, and the instructor may leave or move on to the next scheduled activity. No credit or rescheduling will be offered for late arrivals.

### 5. Emergency Exceptions

We understand that emergencies happen. In the case of a medical emergency or unforeseen circumstances, please contact us directly, and exceptions may be made at the discretion of management.

## Training Cancellation Policy

At Gregory Humphrey Equine Services, we strive to provide consistent and high-quality training for all horses in our program. To ensure the best experience for both the horses and their owners, we have established the following policy regarding the cancellation of training services.

### 1. Notice of Cancellation

- Clients wishing to cancel or pause a horse's training must provide **at least 30 days' notice** to Gregory Humphrey Equine Services. This allows us to adjust the training schedule and make necessary arrangements for other horses in the program.
- Notice must be provided in writing, either by email or letter.

### 2. Fees and Refunds

- **30 Days' Notice:** If 30 days' notice is given, the client will not be charged for the following month's training, and any unused portion of the current month's training will not be refunded.
- **Less than 30 Days' Notice:** If less than 30 days' notice is provided, the client will be charged for the full training fee for the following month.

### 3. Emergency Exceptions

- If a horse is injured or becomes ill and is unable to continue training, please notify us immediately. In such cases, training may be paused or adjusted as needed, with the option to resume training when the horse recovers.

### 4. Non-Compliance

- If a client repeatedly cancels training sessions without appropriate notice or stops bringing the horse for training, Gregory Humphrey Equine Services reserves the right to terminate the training agreement and refuse future service.

### 5. Horse Sale or Retirement

- If a horse is sold or retired, 30 days' notice is required to cancel training services. If a horse is sold with a pending training package, the client remains responsible for fees until the notice period concludes, or the new owner assumes responsibility.

# No Bullying and Harassment Policy

At Gregory Humphrey Equine Services, we are committed to providing a safe, supportive, and respectful environment for all clients, staff, and visitors. We have a zero-tolerance policy for bullying, harassment, or any form of abusive behaviour.

## 1. Purpose

The purpose of this policy is to ensure that all individuals involved with Gregory Humphrey Equine Services—whether staff, clients, students, or visitors—feel safe, respected, and valued.

## 2. Definition of Bullying and Harassment

- **Bullying:** Any repeated, unreasonable behaviour directed toward an individual or group that creates a risk to mental or physical health and safety. This includes verbal, emotional, and physical abuse.
- **Harassment:** Any unwanted conduct that is intimidating, hostile, degrading, or offensive. Harassment can include, but is not limited to, inappropriate comments, slurs, threats, or actions based on race, gender, sexual orientation, disability, or other personal characteristics.

## 3. Examples of Unacceptable Behaviour

The following behaviours are prohibited at Gregory Humphrey Equine Services:

- Verbal abuse, including yelling, name-calling, or making demeaning comments.
- Physical aggression or threats of violence.
- Spreading rumours or malicious gossip.
- Excluding or isolating individuals from activities, lessons, or social interactions.
- Any form of sexual harassment, including inappropriate comments, jokes, or unwanted physical contact.
- Discrimination or harassment based on race, ethnicity, gender, sexual orientation, religion, disability, or any other personal characteristic.

## 4. Reporting Bullying or Harassment

If you experience or witness bullying or harassment:

- **Report it immediately:** Notify Gregory Humphrey or Ben Peaire.
- **Confidentiality:** All reports will be handled with discretion and confidentiality. Information will only be shared with those necessary to resolve the situation.
- **Non-Retaliation:** No one will face retaliation for making a complaint in good faith. Retaliatory actions will be subject to disciplinary measures.

## 5. Consequences of Bullying or Harassment

- Any individual found to have engaged in bullying or harassment will be subject to immediate disciplinary action. This may include warnings, suspension of lesson

privileges, or in severe cases, termination of their association with Gregory Humphrey Equine Services.

## **6. Commitment to a Positive Environment**

Gregory Humphrey Equine Services strives to create a positive environment where everyone can feel safe and respected. We encourage all staff and clients to promote inclusivity, kindness, and cooperation.

## Barn Rules Policy

At Gregory Humphrey Equine Services, maintaining a safe, clean, and respectful environment is a priority. To ensure the safety and well-being of both horses and people, all clients, staff, and visitors are expected to follow these barn rules.

### 1. General Conduct

- **No Smoking:** Smoking is strictly prohibited on the property.
- **Respect the Horses:** Always approach horses calmly and respectfully. Do not feed or enter other horses' paddocks unless specifically authorised.
- **Supervise Children:** Children must be supervised at all times. Do not leave children unattended in or around the barn, arenas, or paddocks.

### 2. Horse Handling

- **Turnouts:** Turnout schedules are managed by the staff. Clients should respect posted turnout times and updates.
- **Arena Use:** No free lunging or loose horses are allowed in the sand or GGT arena. Use the round pen for these activities.

### 3. Equipment and Tack

- **Tack Room Rules:**
  - Keep the tack room door closed and locked at all times as it is climate-controlled.
  - Store tack and equipment neatly in assigned spaces.
- **Clean Up After Yourself:** After using the arena, round pen, or grooming areas, clean up manure, hair, and any debris. Return all equipment to its proper place.
- **Personal Tack and Equipment:** Label your equipment clearly. Gregory Humphrey Equine Services is not responsible for lost or stolen items.

### 5. Parking and Traffic

- **Client Parking:** Clients should angle park along the rocks beside the tack room or along the white fence beside the tack store.
- **Drive Slowly:** Please drive slowly on all access roads to ensure the safety of horses, riders, and pedestrians.

### 6. Lesson and Training Etiquette

- **Scheduling Lessons:** Clients must schedule lessons in advance. If a horse is in full training, owners must book lessons or communicate with the trainer before working the horse.
- **Arrival for Lessons:** Be on time for lessons. If you are more than 10 minutes late, the lesson will be forfeited, and the trainer may move on to the next activity.
- **Spectator Guidelines:** If you are observing a lesson, please remain quiet and do not interfere unless asked by the trainer.

## 7. Health and Safety

- **Horse Health:** Ensure your horse has up-to-date vaccinations and deworming. Proof of vaccinations must be provided to the barn manager.
- **First Aid:** A first-aid kit is available in the tack room for both horse and rider emergencies.
- **Emergency Contacts:** In case of emergencies, contact Gregory Humphrey (250-777-1957), Ben Peaire (236-513-6148) or Sarah Rilkoff (250-509-0006) immediately.

## 8. Respect and Responsibility

- **Respect for Others:** Be courteous and respectful to fellow riders, staff, and visitors. Bullying or harassment will not be tolerated (refer to No Bullying and Harassment Policy).
- **Report Issues:** If you notice anything unsafe or concerning, please report it to staff promptly.
- **Follow Instructions:** Clients are expected to follow instructions from the staff regarding horse care, handling, and barn management.

Failure to follow these barn rules may result in disciplinary action, including the suspension of barn privileges. These rules are in place to ensure a safe and enjoyable experience for everyone involved.

## Turnout Policy

At Gregory Humphrey Equine Services, we prioritise the safety, comfort, and well-being of both horses and riders during training and turnout sessions. To maintain a professional environment and ensure all athletes are prepared for their activities, the following turnout standards must be adhered to:

### 1. Grooming and Tack Condition

- **Horse Grooming:** All horses must be properly groomed before turnout or training. This includes:
  - Removing dirt, mud, and debris from the coat, legs, and hooves.
  - Ensuring the horse is free of any injuries, irritations, or sore spots that could be aggravated during exercise.
- **Tack:** All tack must be in **clean and good working order**. This includes:
  - Properly fitting saddles, bridles, girths, and stirrups.
  - Checking for worn or damaged leather, stitching, or hardware before use.
  - Maintaining cleanliness and ensuring no dirt or grit is trapped in contact areas.

### 2. Required Riding Attire

- **Helmet:** All riders must wear an **ASTM-approved riding helmet** at all times while mounted.
- **Footwear:** Proper riding boots with a heel are mandatory. Riders may wear:
  - Tall boots or paddock boots with half chaps.
- **Breeches:** Riders are required to wear **breeches** or riding pants suitable for equestrian activities.
- **Gloves:** Riding gloves are strongly encouraged to ensure a good grip and protect the rider's hands.
- **Other Attire:**
  - Riders should be in **appropriate, fitted riding shirts** (no loose or baggy clothing that could interfere with riding).
  - Riders are responsible for ensuring their attire is suitable for the weather while maintaining a professional and safe appearance.

### 3. Non-Compliance

- Riders or horses not meeting the grooming, tack, or attire standards may not be allowed to participate in lessons, training sessions, or any riding activities until the issues are addressed.
- Gregory Humphrey Equine Services reserves the right to stop a lesson or training session if a rider is improperly attired or if the horse's tack is found to be unsafe during the activity.