

Code of Conduct

Horses

- All horses will be treated with respect, care, love and understanding at all times. Any mistreatment of a horse verbal or physical or psychological will lead to instant expulsion from the property by an authorised representative of Oakwood Park Equestrian.
- Each horse's owner must be respected in regards to their wishes for the handling or treatment of their horse. Good intentions to help must not over-ride the owner's preferences.
- If horse welfare is considered to be at risk from the owner, all concerns must be reported as soon as practicable to Gavin or Anthea or Danielle Starr, who hold the express authority to determine the action to be taken.

People

- All guests will treat all other guests and owners with respect at all times – on and off the property, as well as online. You may not always agree with other people, however our expectation is that you will maintain respectful and professional in your responses to other people. Failure to do so will be called out and may lead to sanctions as determined by Oakwood Park Equestrian.
- Bullying or harassment will not be tolerated at any time, in person or online including via private messaging. The principle underlying bullying and harassment is that offence is given not taken and it is your responsibility to ensure your words and actions do not intimidate, insult or belittle anyone visiting or connected with Oakwood Park Equestrian. If you have a complaint about another person at Oakwood Park Equestrian, speak to that person or to management. Do not put others in the middle of your difficulty and expect them to take sides or keep secrets. Honesty and openness are key.

➤ Ensure your words and actions make the people around you feel good.

Professional Integrity

- OPE relationships and facilities may not be exploited for personal or professional gain or profit. Exploitation means promoting your personal or business ambitions without prior negotiation and agreement of Oakwood Park Equestrian, using the facilities, services, reputation, relationships or clients of Oakwood Park Equestrian. This includes but is not limited to, unauthorised photos, videos, media articles or other promotions for your own purposes for business, sponsorship, reputation or ambitions. You must not allow by statement or by omission any inference or implication that Oakwood Park Equestrian services, facilities or successes are your own, or use or imply any support from Oakwood Park Equestrian without proper agreement from Oakwood Park Equestrian, citation or acknowledgment in your marketing or other materials, and payment as appropriate and agreed.
- We expect all guests to help each other. Respect the talent, developmental stage and goals of each person and encourage them with positive and constructive feedback if sought. Similarly, we expect you to acknowledge your own developmental stage and capabilities and be honest about what you can and cannot perform or offer in the way of advice, expertise or opinion. Imposing yourself or your opinion on others or their horse is not acceptable; helping when asked, if you are able, is the key to success in any equestrian centre.
- All guests will respect the rights and worth of every person, regardless of their age, race, gender, ability, cultural background, sexuality or religion.
- Working with horses or driving a vehicle under any influence of Drugs or Alcohol is not permitted.

Safety

- Helmets must be worn when riding anywhere on the property.
- Covered footwear must be worn at all times handling horses. Fashion high heels, sandals or thongs are inappropriate and unsafe.
- Short-cuts in horse handling protocols are often tempting but need to be avoided. Accidents and frightening near misses are almost always connected with having taken a short-cut or taken a horse's compliance for granted. Stay alert, stay professional, work correctly and within your capabilities, and keep yourself and everyone else safe.