



## **BARNES PERFORMANCE HORSES CODE OF PROFESSIONAL CONDUCT**

The following code of professional conduct has been created to set forth the behavioral expectations, work ethic, and responsibilities between our trainers, employees and clients to ensure a productive and successful experience.

### **BPH and Client Interaction**

Our mission is to conduct ourselves in the upmost professional manner that will provide our clients with the highest level of satisfaction possible and result in an enjoyable experience for all. We will try to accommodate client requests and suggestions unless unlawful, unethical, or detrimental to our mission or will result in injury to any horse or individual.

All interactions will be conducted with respect to all parties involved, including requests for assistance, advice, or reprimanding for conduct. This includes all forms of communication.

Remain professional at all times when acting as an employee or client of BPH  
Inappropriate language or behavior will not be tolerated from any party.

Training techniques used when working with a client's horse will be humane and appropriate to the level of the horse's training and temperament.

In order for a healthy relationship to exist, both sides must give constructive and appropriate feedback relative to the rider/owner's goals and trainer's guidance. All interactions will be kept confidential.

All knowledge of personal and financial information relating to all parties will be kept confidential on both sides.

When working with a client at shows, cell phones should be used for emergencies and important business communications only. During individual lessons trainer will not use phone for personal use and only very important BPH business matters. This will be kept at a minimum and only when necessary.

Employees and clients will dress in a professional and appropriate manner.

BPH personnel, clients and riders should be supportive and encouraging to each other at all times. We are a team and should always act in a way that promotes and enhances the reputation of our team and does not create a negative image of BPH to others.

Unsportsmanlike conduct by a rider to your horse, your parents, fellow exhibitors, show officials, and/or us will not be tolerated.

Conduct on both sides is important, as it is a reflection on BPH and our team. Unethical and unlawful behavior, language and actions that reflect negatively upon the character of BPH will not be tolerated.

BPH personnel will provide appropriate training and preparation to each horse and rider in a manner that supports our mission. This includes making sure each team is prepared for their class to the best of their ability.

Any discussion about clients horses is private and will be kept between that client and trainer.

Assistant trainers responsibilities are to assist with training horses, assist with coaching clients, assist with show preparation and horse care. Their position is to help out and make things run more efficiently. They will not discuss horses, clients, or shows.

Questions or suggestions should be presented to a head trainer.

Any social media posts should promote and enhance the reputation of the team. Posts that promote a negative image of BPH or others will not be tolerated. Clients or employees are strictly prohibited to post pictures, videos, or any other info about other clients horses without their permission.

## **Responsibilities of BPH Personnel While at Horse Shows**

Providing individual coaching to each client

Make sure each client knows their "game-plan", practice, and show times Warm up's, rail coaching & schooling

Posting show schedule

Maintaining grooming and show supplies

Stall reservations

Stall set-up and maintenance

Feeding, cleaning stalls, and watering horses

Handle all medications

Stall curtains

Tack stalls set up

Loading/unloading trailers

Getting horses show-ready: tacking up, putting in tails, brushing, paint, oil

## **Client/Rider Responsibilities Prior to Horse Shows**

Double check the condition of all your tack, silver, and clothes

Make sure all of your show clothes, tack, and supplies are cleaned and packed

If you are planning on attending a show, make sure we are aware so we can get reservations made

## **Client/Rider Responsibilities During Horse Shows**

Do your own entries

Have your pattern in hand and memorized prior to practice and/or show

Make sure you can put in your fake tail if needed

Make copies of exhibitor number and pin on pads/jacket

All show entries, scratches/adds are your responsibility

At end of each day, clean up your area in tack stall and trailer

**\*\*Youth: Each day at least once, thank your parents at the show for making your day possible!**

When you are finished riding/showing, you are responsible to care for your horse in the following manner:

If your legs are painted, you must thoroughly wash their legs with soap and remove all paint.

Wash your fake tail

No saddle or sweat marks will be left on horses. You must rinse them off or curry/ brush

Put on sleezies, sheets, and blankets before leaving the show grounds

## **Client/Rider Responsibilities After your last class of the Horse Show**

Pins and numbers be removed from your show pads

Organize and pack up all of your show clothes, equipment and tack. Everything stowed and ready to load.

Organize, pack, and load what you can in trailer

Close your entry check in show office

Put on sleezies, sheets, and blankets before leaving the show grounds Thank everyone who helped you throughout the show

## **Client/Rider Responsibilities At Home**

Wash your tail

Clean bits

Silver polished

Girths washed

Replenish any supplies you used

Hats shaped

Clean saddle, bridle and reins

Show clothes cleaned and/or dry cleaned

Make sure everything is labeled or monogrammed with at least your last name

Make sure everything is properly packed and stowed in the trailer