

Code of Professional Conduct and Expectations

The following Code of Professional Conduct outlines the behavioral expectations, work ethic standards, and responsibilities of all trainers, employees, and clients associated with Stein/Barnes Show Horses (SBSH). These guidelines are designed to ensure a productive, respectful, and successful environment for all participants.

SBSH and Client Interaction

Our mission is to maintain the highest level of professionalism and provide clients with an exceptional and enjoyable experience. We will make every effort to accommodate client requests and suggestions, provided they are lawful, ethical, and aligned with our mission, and do not pose risk to any horse or individual.

All interactions - whether requests for assistance, advice, or corrective guidance - must be conducted respectfully and professionally. This standard applies to all forms of communication.

Inappropriate language, unprofessional conduct, or disrespectful behavior will not be tolerated from any party.

Training techniques used with client horses will always be humane, ethical, and appropriate to the horse's training level and temperament.

A productive client-trainer relationship requires honest, constructive, and appropriate feedback aligned with the rider's goals and the trainer's guidance. All such communication will remain confidential.

Personal and financial information of all parties must be kept strictly confidential.

During horse shows, cell phone use should be limited to emergencies or essential business matters. During individual lessons, trainers will avoid personal phone use except for urgent SBSH-related matters, kept to a minimum.

All employees and clients are expected to dress in a professional and appropriate manner.

SBSH personnel, clients, and riders must support and encourage one another at all times. We are a team, and all behavior should enhance - not diminish - the reputation of SBSH.

Unsportsmanlike conduct toward horses, parents, fellow exhibitors, show officials, or SBSH staff will not be tolerated.

Unethical, unlawful, or inappropriate behavior, language, or actions that reflect negatively on SBSH are strictly prohibited.

SBSH personnel will provide appropriate training and preparation to every horse and rider, ensuring each team is prepared for their class to the best of their ability.

Discussions regarding a client's horse are private and must remain solely between that client and the trainer.

Assistant trainers are responsible for assisting with horse training, coaching, show preparation, and horse care. Their role is to support operations and improve efficiency. They are not permitted to discuss clients, horses, or plans. All questions or suggestions should be directed to a head trainer.

Social media posts must support and enhance the reputation of SBSH. Content that reflects negatively on SBSH or others is not permitted. Clients and employees may not post photos, videos, or information about another client's horse without explicit permission.

Responsibilities of SBSH Personnel at Horse Shows

SBSH staff will provide the following services at shows:

- Individual warm-up and preparation for each horse
- Individual coaching for each client
- Ensuring clients understand their class plans, practice schedules, and show times
- Warm-ups, rail coaching, and schooling
- Posting show schedules
- Maintaining grooming and show supplies
- Managing stall reservations
- Stall setup and maintenance
- Feeding, watering, and cleaning stalls
- Handling all medications
- Managing stall curtains and tack stall setups
- Loading and unloading trailers
- Preparing horses for showing (tacking up, tails, grooming, paint, oil)

Client/Rider Responsibilities Prior to Horse Shows

- Inspect all tack, silver, and clothing to ensure they are in good condition
- Clean and pack all show clothes, tack, and supplies
- Inform SBSH well in advance if you plan to attend a show so reservations can be made

Client/Rider Responsibilities During Horse Shows

- Complete your own show entries
- Have patterns in hand and memorized before practice or showing
- Know how to put in your fake tail if required
- Manage your own entries, scratches, and adds
- Clean your area in the tack stall and trailer at the end of each day

Youth Riders: Each day, thank your parents for making your participation possible.

After riding/showing, you are responsible for caring for your horse:

- Thoroughly wash painted legs with soap to remove all paint
- Wash your fake tail
- Ensure no saddle or sweat marks remain—rinse or curry/brush as needed
- Put on sleezies, sheets, and blankets before leaving the show grounds

Client/Rider Responsibilities After Your Final Class

- Remove pins and numbers from show pads
- Organize and pack all show clothes, tack, and equipment
- Stow items neatly and prepare them for loading
- Pack and load what you can into the trailer
- Close your entry check at the show office
- Put on sleezies, sheets, and blankets before leaving
- Thank everyone who assisted you throughout the show

Client/Rider Responsibilities at Home After Every Show

- Wash your tail
- Clean bits
- Polish silver
- Wash girths
- Replenish used supplies
- Have hats shaped as needed
- Clean saddle, bridle, and reins
- Clean or dry-clean show clothes
- Ensure all items are clearly labeled (minimum: last name)
- Confirm everything is properly packed and stowed in the trailer