



## **CODE OF CONDUCT**

- Our animals are sensitive creatures and need to be treated with respect. No running, shouting or violence around the animals will be tolerated.
- We reserve the right to stop the session if we feel the welfare of the animals is being compromised.
- Please wear sturdy footwear and clothing suitable for outdoor activities.
- If you feel unsafe or unwell around the animals at any time, please tell one of the staff/facilitators immediately.
- Please do not feed treats to the ponies/donkey by hand as this encourages them to bite.
- No entering the paddocks or stables with the goats, ponies or donkey unsupervised or without permission.
- Please report any accidents or injuries to one of the staff/facilitators.
- No smoking is allowed on this facility.
- Anyone under the influence of drugs or alcohol will be asked to leave.
- Please do not post photos of other people or clients without our permission or the permission of the person pictured in the photo first.
- Sessions are non-refundable, unless cancelled by The Pony Paddocks.
- Please give 24hours notice to rearrange a private session (subject to availability)
- All staff, facilitators, animals, clients and their guardians are to be treated with respect.
- School groups are required to be supervised by a minimum of one member of staff from their school, unless other arrangements have been put in place.
- Supervision of children & young people during out of school sessions will be discussed and arranged on an individual basis with parents/carers.

**Thank You.**