

CYPRESS TRAILS INTERN PACKET

Revised 6/9/2023

GIVE THIS SHEET TO INTERN

CYPRESS TRAILS RANCH LLC WELCOMES INTERNS

At Cypress Trails Ranch LLC there are many new things to learn. We value every new Intern and appreciate all the effort that is given by them. Our Interns earn credits for their participation.

During the Summer, Spring and Winter Breaks (when Day Camp is offered) Interns under the age of 15 may not participate in the Intern Program Monday through Friday. All Interns can participate on Saturday and Sunday. Interns must be at least 8 years of age to participate in the Program without their parents on-site. Interns younger than 8 may participate if they are accompanied by a parent.

Please let us know the day before if you are planning to come to the stables, that way we can put you on our schedule.

This is how Hor\$eBucks work: *When an Intern joins the Intern Program, they must complete a mandatory 20-hour Training Internship with no compensation of any sort.* After the 20-hour Training Internship has been completed, the Intern may start earning Hor\$eBucks. Hor\$eBucks are a Program credit that Interns may earn for their participation in the Intern Program. Hor\$eBucks can be used by the Intern for trail rides, riding lessons or a portion of their board bill or endurance competition expense. **Lease, Lease/Lesson; and Lesson and ATR Block Packages cannot be paid with Hor\$ebucks.** CT gives five Hor\$eBucks for every hour the Intern participates in the Program **after** the initial 20-hour Training Internship. Interns who work diligently may earn a bonus of up to twenty Hor\$ebucks per day. Bonuses are issued at the discretion of management.

Interns assisting on rides (back-up wrangling) should be within eyesight and under the supervision of an experienced wrangler. All Interns will report to the Barn Manager on duty. When Interns don't know what to do . . . ask any manager.

INTERN PROGRAM:

- The Intern Program is an educational program, which teaches valuable lessons about ranch work, horse care and health, as well as work life in general.
- Interns are expected to report to Barn Management and carry out the tasks assigned to them completely and in a timely manner. The task given to you is your task and you are not to hand it off to another Intern or staff member. If you do not understand the task or are unable to complete your task ask a Barn Manager for assistance.
- Interns are not allowed in the pastures unless they are asked by Barn Management. They must be under the direct supervision of a senior wrangler or Barn Manager when in the pastures. This is for safety of the Interns.
- **Any kind** of bullying or teasing of other Interns will not be tolerated. Management reserves the right to suspend anyone from the Intern Program for a specific amount of time if we suspect unkindness on the ranch.

FOR PARENTS:

- Earliest drop off is 8:30 am, **latest pick-up is at 5:30 pm (during regular time, as opposed to daylight savings time).** Daylight Savings time begins March 12, 2023. After Daylight Savings time is over, November 5, 2023, please plan for your child(ren) to be picked up no later than 5:30 pm, as staff may be finished and leaving. **NO INTERNS ARE ALLOWED ON PROPERTY WITHOUT STAFF PRESENT. All interns shall be signed out at 5:30 pm and will not earn Hor\$eBucks after that time, unless given express permission from Management or if we are working late during DAYLIGHT SAVINGS TIME.**
- **If you are continuously late picking up your Intern, they will be suspended from the Program.**
- Please remember to pack lunch and drinks for your Intern and label them with their name. Warm clothes and **gloves** during the winter, and please be sure they go home with the jackets/coats they arrived in. (Put names on winter clothing.)

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Revised 6/9/2023

INTERN DUTIES:

- Fill hay bags, tie them up high on posts (higher than the horses' chest).
- Keep hay troughs in the yard filled and hay out of the log ring around the well.
- Water all horses throughout the day.
- Keep stalls and barn area clean. **DO NOT DUMP STALL SWEEPINGS OUT BACK DOOR OF STALL.**
- Clean picnic area/fire pit/swing area/helmet area.
- Pick up manure in the yard/barn and dump in the pasture, (not close to gate), way out, **spread it out.**
- Keep extra lead ropes and reins in good condition and correct location.
- Rake loose hay in hay storage area and around areas where horses are tied.
- Maintain & wash tack and oil saddles.

AS INTERNS GAIN EXPERIENCE THEY WILL:

- Learn how to safely handle a horse, leading and working around them.
- Learn how to properly groom a horse.
- Learn how to saddle a horse, check tack and other gear for wear and tear; reporting any item that needs attention to Barn Management.
- Learn how to assist customers in mounting area. Including giving the mini-lesson and assisting on the ground while wrangler gives the maxi-lesson.
- Help riders as they leave the yard, putting family/friend groups together and putting horses in line per wrangler request.
- Back-up experienced wranglers on trail rides.

Interns are not permitted to stand around the front check-in desk. Interns should bring their own lunch and water, our well water is really good, bring your own bottle and fill it up at the cold-water station near the helmets. On busy days lunch is provided for staff members (Interns, please do not eat meals provided for staff). Intern's personal items can be stored in a small space that is provided by the ranch, we prefer Interns keep their bags minimal, so there is room for everybody.

Only qualified interns will be asked to be a Backup Wrangler on rides.

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- Our staff works hard to accommodate all Interns that have booked rides. Barn Management reserves the right to decide when an Intern goes on a ride and will assign a horse if the requested horse is not available or suitable.
 - Weekend rides must be scheduled by Friday at 6:00 pm. Please plan ahead.
 - If Interns have any open balances (for products, events, or rides), they will not be allowed to book rides until the balance is paid.
 - Intern must pay for ride BEFORE going out on trail.
 - If Intern paid for a walk ride, a walk ride is what they will do. There is an additional fee for a fast ride and Barn Management must confirm the Intern has the skills for a fast ride and is well matched with the horse.
 - We expect that Interns will abide by the time they have booked and return to the barn at the appropriate time.
 - Interns are expected to keep track of their time. Interns must account for all sign in/outs and breaks. Failure to keep up with time may result in Hor\$ebucks being forfeited for that day.
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What happens if I break the rules?

Interns will get one warning for not adhering to our guidelines. If the misbehavior is repeated they will be suspended from the Intern Program. Intern's parents will be informed and asked to pick up the Intern for the day. Barn Management has the right to suspend any Intern from the Intern Program for a period of time, its length depending on the circumstances of the suspension.

We strive to give Interns an opportunity to learn "life lessons", teach those skills they can apply later on in life in countless situations, but we also have to be very clear that the Intern Program is not a daycare or play time. Numerous requests to ride or "back up wrangle" will be considered harassment and labeled as a "rule break".

Continuous late pick-ups will result in suspension from the Intern Program.

INTERN LEASING – Cannot pay for leases with Hor\$eBucks

- Presently, leasing is **NOT** included in the Intern Hor\$eBucks Program (Hor\$eBucks cannot be used to pay for the lease). Leases must be paid for with cash or credit card at the time of booking.
- Interns may only do a Week Lease for **5 days, Monday – Friday (Intern Lease)**.
- **NOT available for Interns: Full Week (7 day) Leases**
- **AVAILABLE FOR INTERNS; Individual Day Lease. Interns must join scheduled Trail Rides. If rider wants to go faster or as a private rider they must pay a Wrangler Fee** (\$25 for first hour, \$15 for every additional hour). Minor Interns that are required to have a Wrangler shall pay the Wrangler Fee for a private ride. The fee must be paid in cash or with a credit card before the ride. If more than one Intern is riding, the Interns may agree between themselves to share the Wrangler Fee.
- ALL leasing during Thanksgiving, Christmas, and Spring Break is limited to 4 hours of riding per day. This is to protect over-use of the horses during this peak period.
- If the horse that has been requested to lease is unavailable due to injury/rest cycle, at a competition, or has been **EXCLUSIVELY** leased by someone else, Barn Management has the right to select the horse. Barn Management will consider the lessee's input in the selection, but the final decision is up to them.
- **LEASING A HORSE:** Lessee is expected to: (under staff supervision) catch, groom, and tack the horse. Always ask a Barn Manager what they want you to do with the horse when you are finished. If not needed, Lessee is expected to untack, wash, and put the horse in the proper pasture after riding. **ALL TACK MUST BE CHECKED BY A SENIOR WRANGLER OR BARN MANAGER BEFORE GOING OUT ON A RIDE!** If you have your own tack, you are welcome to use it, however, it **MUST** also be checked by manager. We discourage the use of personal saddles, as the horses all have their own well-fitting saddles.
- **CATCH AND SADDLE LEASED HORSE:** If you want staff to catch and saddle your leased horse, fee is \$25 which must be paid in USD (cash or credit card) before ride departs. If lessee leaves before untacking/washing/releasing the horse there is a fee. This fee (\$15) must be paid in USD (cash or credit card) before leaving the property.
- **HORSE FEEDING:** If lessee is catching the horse before the farm has been fed, it is their responsibility to feed them before going out on trail. Likewise, if lessee is out late riding and the farm has been fed, they must feed the horse and turn it out in the proper pasture. Allow time for this to be completed before leaving for the day. **Always consult with a Barn Manager when feeding a horse, DJB feed must always be soaked properly to avoid choking the horse.**

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Revised 6/9/2023

- **LEASING TIME:** Interns are expected to arrive before 8:30 am to get the leased horse ready. If one does not arrive prior to 8:30 am, lessee must call the office and let them know arrival time, which will be noted on the booking. If lessee has not arrived by 8:30 am, Barn Management has the right to tack and use the horse for customer rides. If lessee arrives late with no prior notice, the leased horse may have been used on customer rides, so you may have to wait until it returns.
- **RIDING:** Lessee may join (tag along) on any scheduled rides (except private rides). Lessee may tag along with scheduled fast rides if Barn Management feels the rider has the necessary skills. Joining a scheduled ride? Inform desk staff that you are going. It must be noted on our Manifest. Lessee may request a private or fast ride; these rides are limited to one ride, two hours in length, per day. Lessee must pay the Wrangler Fee (\$25 for first hour, \$15 for the second hour). Barn Management reserves the right to allow this depending on staffing and weather. On slow days, this may be adjusted.
- **LESSEES:** Are welcome to work as an Intern when not riding. Lessee must sign out while on trail and sign in when on duty again.
- **NOT WORKING AS INTERN:** Please stay out of the barn, unless actively grooming, saddling, or tacking **your** horse for the day or unsaddling, and washing your horse at the end of the day. Let staff know upon arrival if you are not interning that day. Do not interact with staff or other Interns and distract them from their work. If you are not Interning, sorry, you are a customer and cannot hang out in the barn.
- **EXCLUSIVE MONTH LEASE:** This is the only lease where Customers and Interns have exclusive rights to a leased horse. Barn Management must approve the requested horse. Riding on the weekends is NOT restricted. Cypress Trails Ranch owner may ride any leased horse, if lessee is not on the property. Minors must still have wranglers accompany them on all rides at stated above. All other Lease directives are also in place, i.e. minors, horse preparation, etc.

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SIGN-IN SHEET:

There is a Sign-In Sheet at the barn. All Interns must record their arrival and departure time and account for any breaks taken. Interns are required to take a 1-hour (or two 30 minute) break(s) for every 3 hours worked. Time management is the responsibility of the Intern. Time used for breaks is not credited. Interns who work diligently may earn a bonus of up to twenty Hor\$eBucks per day. Bonuses are issued at the discretion of Barn Management.

REDEEMING HOR\$EBUCKS:

All rides/lessons are full price. All rides/lessons must be approved by Management and booked through the office. Management will determine if we have the staffing and resources to book Intern rides/lessons. All rides/lessons are to be paid for with Hor\$eBucks prior to your ride. Rides/lessons paid for with Hor\$eBucks are not guaranteed on busy days. Tag-Along rides will be easier to book than Private or Fast Rides since those are usually one-on-one (Tag-Along means joining a scheduled customer trail ride). Use of Hor\$eBucks at any time is at the discretion of Management. If you are booking a ride with friends or family that are not Interns, you may use your Hor\$eBucks to pay for them at full price. Discounts on rides/lessons for Interns only apply if paying with cash or with credit card. Please see current price grid for Intern Trail Ride/Lesson pricing.

Tips: Credit Card tips issued to Interns will be distributed to them in the form of Hor\$eBucks every two weeks. Interns may not accept cash tips from customers, they must ask the customer to give the tip to the Head Wrangler. Tips collected by the Head Wrangler may be shared with Interns riding as a Backup Wrangler, if the Head Wrangler sees that the Backup Wrangler(s) did an excellent job, using professional communication and being helpful to the customers. The only way they may receive tips is via the farm credit card system. No Venmo, Cash App, PayPal, etc. **It is the responsibility of an Intern Backup Wrangler to coach riders on proper riding position and trail safety throughout the trail ride. Phone use is NOT allowed except to communicate with the staff and/or Head Wrangler. Absolutely NO TEXTING if it is not work related.**

It is the Intern's sole responsibility to collect their Hor\$eBucks at the end of each day, each Hor\$eBuck needs to be signed by Barn Management with Intern's Initials intact. Failure to collect your Hor\$eBucks at the end of the day will result in the forfeiture of the Hor\$eBucks for that day.

Pricing for Interns – Trail Rides/Lessons are full price. Interns are able to pay for any Trail Ride/Lesson using their Hor\$eBucks. Interns receive a discount on Trail Ride/Lesson prices **only** if Interns choose to pay in USD (cash or credit card). These options do not guarantee your ride. To guarantee a ride on busy days, the Intern must pay FULL customer price (USD) for the Trail Ride/Lesson. Please see current price grid for Intern Trail Ride/Lesson pricing.

HOR\$EBUCKS HAVE NO CASH VALUE AND ARE NOT TRANSFERABLE TO CASH

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Revised 6/9/2023

OFFICE FILE

Please make sure your Parent/Guardian has read this document, and feel free to ask any Barn Manager for clarification if you have any questions.

I have read and agree to abide by the terms of this document.

X _____
Signature of Intern

_____ D.O.B: ____ / ____ / ____
Printed Name of Intern

I have read and understand the terms of this document.


X _____
Signature of Parent/Guardian

Printed Name of Parent/Guardian

ALL INTERNS MUST HAVE A WAIVER ON FILE TO PARTICIPATE IN THE PROGRAM

- **Minors must have waiver signed by parent/guardian.**
- **Adults who accompany Interns less than 8 years of age must sign a waiver.**
- **Anyone dropping off or picking up an Intern must sign a waiver.**

Scan QR code to sign waiver:



By initialing below the Intern confirms they have read and understand the provisions of this document.

INITIALS: _____ Date: ____ / ____ / _____

Parent #1 Phone: _____ Parent #2 Phone: _____ Parent #3 Phone: _____

Intern Phone No: _____ Intern email: _____

Parent #1 email: _____ Parent #2 email: _____ Parent #3 email: _____

Intern Address: Street: _____

City: _____ State: _____ Zip: _____

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Revised 6/9/2023

OFFICE FILE

Limited Medical Power of Attorney

DATE: ____/____/____

To Whom It May Concern:

RE: _____ (child's name)

Intern's Cell Phone #: _____

By signing below, I authorize Darolyn Butler and/or anyone doing business for Cypress Trails Ranch LLC, to seek and procure any and all medical attention for myself/my child _____, which may be deemed necessary by Ms. Butler or her authorized representatives during my visit or ride at Cypress Trails Ranch and/while traveling with Ms. Butler to equine competitions in or out of the state in Texas. Furthermore, I authorize any medical facility and medical personnel to treat myself/my CHILD.

Signature Printed Name

Parent Number 1: _____

Home Phone #: _____ Cell #: _____

Other: _____

Parent Number 2: _____

Home Phone #: _____ Cell #: _____

Other: _____

Other Relative Name/Relationship: _____

Home Phone #: _____ Cell #: _____

Other: _____

Home Address where I reside: (If visiting, put address of closest local relative/friend)

Street: _____ Apt. No: _____

City: _____ State: _____ Zip Code: _____

PROOF OF VALID INSURANCE COVERAGE MUST BE PROVIDED

Name of Insurance Provider: _____ Phone Number: _____

Member Name: _____ Group Number: _____

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CYPRESS TRAILS EMPLOYEE/INTERN RULES AND DRESS CODE

DRESS CODE

NO VISIBLE PIERCINGS: Except for regular pierced ears. No lip rings/studs or any other facial piercings.

TATTOOS: Cover if they are not in good taste or family friendly.

NO VISIBLE CLEAVAGE: No low-cut shirts or tank tops. No short shirts that expose your navel.

NO "WIFE BEATER" SHIRTS: Polo or collared shirts are preferred. Shirts that are ripped up the sides are not allowed.

PANTS: Long pants required, jeans or riding tights. No sagging pants, or undergarments showing.

NO INAPPROPRIATE SAYINGS ON SHIRTS: Sayings that are provocative, vulgar, controversial, or not family friendly are prohibited.

HAIR NEATLY KEPT: Guys if you have long hair, it must be tied back during work hours.

Always present a neat, professional appearance.



CODE OF CONDUCT

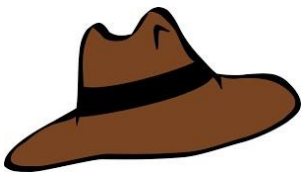
Treat other staff members, interns, and customers with respect.

Watch your language, profanity is not allowed.

No smoking while on the job. **The barn area is a no smoking area.** Smoking is only allowed by the dumpster. Do not leave cigarette butts on the ground and make sure they are completely extinguished.

WORKING IN THE HEAT

It is always necessary to have water with you on Trail Rides, even in the winter, but after temperature reaches 85 degrees in the late spring, summer, and fall, it is even more important. Interns are required to carry at least one bottle on their person when working, and two when they are riding. You must also carry km® and Rescue Remedy® and some hay string in your fanny pack for emergency situations.



Always wear a hat with a large brim when working outside in the sun.

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Revised 6/9/2023

WE ARE A RESPECTABLE ESTABLISHMENT

PLEASE RESPECT US, YOURSELVES, AND OUR CUSTOMERS

THANK YOU FOR MAKING THIS AN ENJOYABLE WORK ENVIRONMENT FOR ALL!

Cypress Trails Ranch Intern Daily Procedures

Whenever new people approach the barn area, (especially if you are out front as they are walking in) greet them, and ask if they are here to ride. Direct them to the Check-In Desk, do not let them wander around looking for the check-in area. If they are not here to ride, and are wanting information, give them brochures **and** tell them there is more information on our website, cypressstrailsranch.com.

THIS SHEET IS ONLY FOR QUICK REFERENCE.

SEE THE CYPRESS TRAILS RANCH PROCEDURE MANUAL FOR MORE DETAILED INFORMATION AND ILLUSTRATIONS

INTERN TASKS

- Make sure horses tied to posts in the yard have a hay bag at all times. Tie hay bags high and tight.
- Keep tires and troughs in yard filled with hay. Rain? Bring troughs into barn quickly.
- If it starts raining, quickly bring horses into the barn, if there are too many put rain covers on the saddles of the horses in the yard. 3 horses per stall and tied as close as possible down the hall.
- Pick up manure from stalls, sweep stalls and barn hallway, and dump into pasture.
- Pick up trash in barn and yard.
- Sanitize and put helmets back in helmet area throughout the day, if repair is needed put the helmet by the worktable in the barn. Sweep helmet, check-in desk area and sidewalk. After rain, sweep water out of helmet area.
- Hang waist packs on racks near helmets.
- Pick up discarded bandannas and put them in in basket of dirty clothes near washer in tack room to be washed.
- Make sure there are trash receptacles in the check-in area and that they are emptied when full, wipe picnic table, and straighten bandannas, keychains, and magazines. Empty water off tent roof if it has been raining (not when customers are in there).
- Pick up manure and trash from playground/picnic area throughout the day. Rolling Bathroom, Porta Potty, and inside bathroom cleaned and well stocked.
- Ensure all water troughs are full of clean water. (Summertime, put in ice bottles for cooling.)

- On busy days put the hose on a slow trickle and move from tank to tank.

GROUND HELP - Getting the Ride Out

- Start mounting customers as directed by Barn Management.
- Mount children after the adults, you can ask non-riding companions for assistance to hold horses in the yard. Before mounting, check fenders, stirrups, girth tightness, and bridle fit.
- As you are leading horse to customer, allow it to drink and start tightening girth and get bridle off saddle to be ready to put it on.. Head toward mounting blocks, make eye contact with the rider of that horse and motion them to come to you. If horses have been assigned, call horse's name, if not, Barn Management will select the riders. Lead into mounting blocks, put on bridle as customer approaches. Before rider is mounted, adjust fender length for tall or truly short people. After mounted, check again for perfect length. Always rotate fender for comfort. See detailed instructions in the Procedure Manual.
- Before allowing customer to mount, check to see if customer has on a properly fitted helmet. (Please adjust it properly if it is not).
- Waist packs should go in the back, NOT THE FRONT, easier to do on the ground than after mounted.
- Preferred method is for customers to use the stairs for mounting, use mounting blocks as backup on busy days, tell customers it is for the comfort of the horse. Put reins over horse's head before mounting customer. Never put a customer on a horse if they do not have access to the reins.

CYPRESS TRAILS INTERN PACKET

Revised 6/9/2023

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- As you walk to the mounting area ask customer if they have ridden a horse before, if they have, ask their experience level. Keep an eye out for the timid or scared rider and give them a little extra beginning riding instruction. If they insist that they are too afraid to ride, call in a more experienced wrangler or manager before you offer to dismount them. Do not offer to give their money back, direct them to the check in desk if they have any questions.
- If a rider is timid or afraid, let them know that they will be given ample instruction on controlling the horse.
- Move the horse out of the mounting stairs and away from the hay troughs in the yard. Give "mini riding lesson, how to make them go, stop and turn the horse, remind them to never let go of the reins.
- REMIND: walking only in yard - no trotting or cantering.
- Re-Check fenders, stirrups, girth tightness after rider is mounted.
- Ground personnel should help arrange customers by group and put into position for riding instruction. Stay with group until they go out the gate, unless directed otherwise..
- Wranglers and ground help make one last check of tack fit, stirrup lengths, and helmet fit.
- Assist wranglers as they go through the OUT gate, they will ask all customers to demonstrate that they can turn a horse. Customers should practice turning their horse both directions.
- Rain – if it starts to rain hard bring horses into the barn. Dry excess water off the saddles. Put saddle covers on before customers mount to keep saddles dry during rainy trail rides. If horses come in from trail with wet saddles, please dry and oil.

PARTIES

- There is a Party Checklist, use that to prepare the picnic area the day before the party and on the day of the party.
- Make sure picnic area is spotless. Wipe tables and chairs, arrange them neatly.
- Ask office staff if there is anything else you need to do, for example, fill tub with drinks or put out decorations.
- If weather is cool and customer has requested one, light a campfire (if you are qualified), do not use too much wood and do not make a fire if it is windy.
- Spray picnic area for flies in the summer.
- Pen dogs if customers are serving food or they are nervous about them.
- After the party clean picnic area and dump all trash in dumpster.

BACK-UP WRANGLER

- Watch comfort/safety of riders, for example, stirrup length, hand position, and rein length, or if they are struggling (they might need more coaching or to change horses).
- Remind riders about spacing, walking down hills, and keeping their horses under control.
- As back-up wrangler your job is to assist the head wrangler, communicate with them if you see something or someone needs assistance.
- Chat with the customers on the ride and do not make personal calls or texts during the ride.
- Chances are the Intern will lead the ride with the experienced Wrangler (Coach Wrangler) riding in the back or alongside watching everyone in the ride. The Head Wrangler will direct the Intern on which trails to take.