

SONNYDAZE RANCH MENTAL HEALTH & WELLNESS

EQUINE PROGRAMS POLICIES AND PROCEDURES

Please read all the enclosed 'Policies and Procedures' of the SonnyDaze Ranch Mental Health & Wellness Equine Programs. Please sign and date the 'Agreement' that follows, indicating you have read, understand, will abide by and agree to these enclosed policies and procedures.

GENERAL PROGRAM REGISTRATION PROCEDURES:

- All programming/groups and/or activities/events will be based on a 'registration process'. All participants must be pre-registered for their chosen group(s) in advance of participation.
- All participants must be paid in advance for program/group/activities participation.
- All appropriate forms/releases/applications/agreements MUST be completed/signed and received by staff prior to program/group/activities and participant's participation in them.
- Any participant who does not follow and complete registration procedures in their entirety will not be able to participate in the programs/groups/activities for that day and asked to leave. An alternate date to attend is not guaranteed.
- No walk-ins.

PAYMENT OF SERVICES:

- No Insurance(s) is accepted for payment(s).
- We accept all major credit cards, debit cards, paypal, cash and check (must clear prior to participation).
- Payments can be made online at our website: www.sonnydazeranch.com, in person, dropped off or mailed to us.
- ALL PAYMENTS MUST be received no less than 2 days prior of your scheduled group(s). If payment is NOT received within that timeframe your spot in the group(s) is null and void and no longer reserved.

CANCELLATIONS/REFUNDS:

- Classes are limited in space, therefor we may not be able to fill your spot from a short notice cancellation. All cancellations of a service must be made 7 days prior to the scheduled service for a full refund.

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- ALL cancellations must be MADE IN WRITING, either emailed (sonnydazeranch@yahoo.com), via text (716-574-3868) or USPS (snail mail with postdate of 7 days prior to scheduled group(s). NO PHONE CALLS and/or VOICEMAILS will be accepted as an appropriate cancellation.
- No refunds for cancellations made less than 7 days prior to scheduled service.
- No refunds for program/group/activity 'NO SHOWS'.
- Refunds will be made within 14 days following an appropriate cancellation procedure.

RESCHEDULING:

- We do not allow rescheduling due to our programs having limited space in each group and group topics being offered do change regularly. We cannot guarantee your group topic of choice will be offered again or in the future at any time.

PROGRAM SAFETY:

- A brief 'Safety Session' will be provided prior to each group, it is imperative that you listen and follow all the safety protocols that are mentioned.
- Read and follow ALL signage in/on/around the facility and grounds.
- Do not go into areas that you are not permitted to be, including horse(s) stalls, pastures, etc.
- Do not touch/pet/feed any of the horses without prior permission and supervision.
- No running or screaming permitted anywhere on/in or near the facility and its properties.
- No dogs allowed on/in or around the facility/property. This includes, no dogs left in attended or unattended vehicles.
- No food or beverages can be brought into the facility, other than bottled water.
- Do not touch/lean on/go under/go over ANY of the fences and/or gates, they are ALL electrified.
- No swimming or wading/walking in the ponds on the property.
- A complete list of 'Barn Rules' will be given to you prior to attendance, please read thoroughly and follow, as your signature to this agreement states that you have read it and agree to it.

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CELL PHONE & ALL ELECTRONIC DEVICES:

- CELL PHONES AND ALL ELECTRONIC DEVICES ARE PROHIBITED ON/IN OR AROUND THE FACILITY.
- Please leave home or lock up your cell phones and/or any and all electronic devices in your personal vehicle.
- ANYONE IN VIOLATION OF THIS POLICY WILL BE ASKED TO LEAVE IMMEDIATELY AND WILL FORFIT ANY AND ALL REFUNDS.
- This is for safety purposes as horses can be spooked by sudden and unexpected noises, as well as react in unexpected ways that put humans in harms way.

DRESS CODE:

- NO OPEN TOED FOOTWEAR such as flip flops, crocks, slippers etc. Keep your feet safe with a pair of thicker foot attire such as boots or leather sneakers.
- NO MUSCLE SHIRTS/ TANK TOPS/ HALTER TOPS/ BIKINIS/ SHORT CUT SHIRTS.
- NO SHORTS OR SKORTS. Long pants only, jeans, jogging pants or a thicker material pair of pants are best. Leggings are thin and can have hay/sticks/prickers etc. easily poke through, just keep it in mind.
- NO OFFENSIVE SAYING/WRITINGS/PROFANITY etc. should be on clothing of choice. Lets do our best to make everyone feel safe and comfortable at our groups, so please also no 'political or religious' affiliations on clothing, keep that for another setting for some other day. Thank you!

BEHAVIOR EXPECTATIONS:

- Please treat each other, staff, volunteers, and animals with love and respect.
- Arrive 15 minutes prior to your group start time to check-in.
- No abuse (verbal/physical/emotional/mental) of ANYKIND will be tolerated.
- No drama, mockery, cruel sarcasm, bullying, manipulation, profanity etc. will be tolerated.
- Anything shared in the groups openly is confidential and should be treated as such.

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- No use of legal and/or illegal substances is permitted on the property.
- Anyone suspected to be under the influence of legal and/or illegal substances will be asked to leave and forfeit any refund(s). Any resistance to being asked to leave will result in a call to police to assist. We have a right to refuse services to anyone under the influence and incapacitated to learn, as well as creating an unsafe environment for others and our animals.
- No firearms or other forms of weapons are permitted on/in or around the property.
- Pick up after yourselves, put trash in designated trash cans.
- Only smoke cigarettes in designated area(s).
- If you are feeling under the weather, but still wish to attend programs, please be respectful and mindful of others health and wear a mask, of course this is optional, but would be appreciated by many.

General Non-Discrimination:

- In accordance with applicable laws, there shall be no discrimination against any persons because of race, color, religion, sex (including pregnancy), gender, gender identity, gender expression, veteran status, medical condition (including genetic characteristics), sexual orientation, age, national origin, disability as defined in the Americans with Disabilities Act, linguistic characteristics (such as accent or limited English proficiency), marital status, or any other basis prohibited by law.

Guidelines for Responsible Use of Social Media

The following sections of the policy provide participants, volunteers, staff, vendors, retailers and the like with common-sense guidelines and recommendations for using social media responsibly and safely.

- We want you to help protect all SonnyDaze Ranch (SDR) business(s) reputation. All those who associate themselves in any way with SDR must not post disparaging or defamatory statements about:
 - a** SonnyDaze Ranch Mental Health & Wellness Equine Programs and/or other SDR partner businesses and/or affiliations;
 - b** SDR staff, our consumers/customers, volunteers, participants, members past or present
 - c** Suppliers and vendors; and
 - d** other affiliates and stakeholders.

Anyone that is part of SonnyDaze Ranch in any capacity should also avoid social communications that might be misconstrued in a way that could damage our business reputation, even indirectly.

- You are personally responsible for what you communicate in social media (as part of your role or on personal sites). Remember that what you publish might be available to be read by the masses

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(including SDR), colleagues, volunteers, future employers and social acquaintances for a long time. Keep this in mind before you post content.

- If you plan to use a photo or a quote from someone involved in any capacity at SDR on social media, you **MUST** obtain their consent **IN WRITING** first.
- SDR does not permit tagging of vulnerable adults or anyone under the age of 18.
- Maintain a professional tone of voice with any social media use to reflect the SDR and in no circumstances can expletives be used.
- There is no obligation for anyone involved or associated with SDR to link their personal social media to any SDR social media account(s).
- No individual/business/company/agency/organization is permitted to set up social media accounts for SDR groups, nations, regions or sections without prior authorization from the SDR Owner(s)/CEO.
- We are happy for you to disclose that you are one of our consumers, participants, clientele, associates, business partner(s), stakeholders, volunteers, staff etc., but ask that you state that your views are your own and do not represent those of SDR. For example, you could state, “all views are my own”, or “in my opinion”.
- You are responsible for the security settings of any social media sites you use and should ensure they are set to the appropriate level if you wish to limit who can see your information.
- Remember that you **MUST** respect confidentiality at **ALL TIMES** and protect confidential information. You should be mindful of Data Protection issues, if in doubt speak to the SDR staff. Confidential information includes things such as unpublished details about our work, details of current projects/programs/activities/events, future projects/programs/activities/events, all financial information or information held on our consumers, supporters, stakeholders, staff or volunteers.
- Avoid posting comments about sensitive SDR related topics, such as our performance, your individual outcomes, personal negative opinions, topics that may breach confidentiality and privacy etc. Even if you make it clear that your views do not represent those of SDR, your comments could still damage our reputation and positive efforts.
- If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from making the communication until you discuss it with SDR staff.
- If you see content in social media that disparages or reflects poorly on SDR, you should report it to the SDR staff.
- If you have any issues you wish to raise or discuss with SDR you must do this via the formal channels and **NOT** by Social Media.

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BY SIGNING BELOW, I AGREE THAT I HAVE READ IN ITS ENTIRETY, UNDERSTAND,
AND WILL ABIDE BY ALL THE POLICIES AND PROCEDURES HERE WITHIN:

Signature: _____ Date: _____

Print Name: _____