

CODE OF CONDUCT

At Pathway Ponies, our mission is to provide a safe, nurturing, and positive environment for all participants and animals involved in our equine-assisted learning and wellbeing programmes. This Code of Conduct outlines the expectations for all visitors, volunteers, staff, and participants during onsite and mobile interactions and visits to ensure a safe and enriching experience.

1. Respect for Ponies

- Treat all ponies with kindness, patience, and respect.
- Follow all guidelines for handling, feeding, and interacting with the ponies.
- Never shout, run, or make sudden movements around the ponies to avoid causing alarm and distress.
- Respect the pony's space—do not approach or touch a horse without permission from the instructor or staff.

2. Safety First

- Always wear appropriate clothing, including sturdy shoes (closed-toe shoes are essential) and weather-appropriate attire.
- Follow all safety instructions given by Pathway Ponies staff and volunteers.
- Helmets and protective gear must be worn when required.
- Be mindful of your surroundings at all times, especially when around ponies.
- If you feel uncomfortable or unsure at any point, inform a staff member immediately.

3. Kindness and Respect Towards Others

- Treat all participants, volunteers, staff, and visitors with courtesy and respect.
- Use positive language and be supportive of others during activities.
- Respect different abilities and be patient with those who may need extra time or assistance.
- Bullying, harassment, or discrimination of any kind will not be tolerated.

4. Participation and Engagement

- Be on time for scheduled sessions and events.
- Listen carefully to instructions and participate to the best of your ability.
- Do not use mobile phones or other distractions during activities, unless permitted by staff.
- Encourage and support fellow participants, creating a positive and inclusive environment.

5. Care for the Environment

- Keep the grounds clean and tidy. Dispose of rubbish in designated areas and recycle where possible.
- Respect the natural surroundings and do not damage plants, trees, or property.
- Do not feed the ponies without permission, as they may have specific dietary needs.

6. Confidentiality and Privacy

- Respect the privacy of other participants, volunteers, and staff. Personal information should remain confidential.
- Photos of participants or ponies should only be taken with prior permission.
- Any concerns or incidents should be reported to Pathway Ponies staff in a private and respectful manner.

7. Adherence to Policies and Procedures

- Follow all policies, rules, and guidelines set out by Pathway Ponies.
- Report any unsafe or inappropriate behaviour to staff or volunteers as soon as possible.
- Respect the decisions made by staff and adhere to any instructions given during activities.
- Alcohol, drugs, or inappropriate substances are strictly prohibited during any Pathway Ponies event or visit.

8. Enjoyment and Fun

- Embrace the experience and enjoy your time at Pathway Ponies.
- Be open to learning, connecting with ponies, and making new friends.
- Remember, the focus is on wellbeing, growth, and having fun!

By following this Code of Conduct, we ensure that Pathway Ponies remains a safe, welcoming, and enjoyable place for everyone involved. Thank you for being part of our community! 🐾❤️

Pathway Ponies Team

