

# **Fantasy Saddle Club**

## **POLICY AND PROCEDURES**

### **Office and Administration Manual**

We invite you to use this manual as part of your business policies and procedures but please contact [OnlineHorseCollege.com](http://OnlineHorseCollege.com) to obtain permission to do so.

**Fantasy Saddle Club**  
[www.OnlineHorseCollege.com](http://www.OnlineHorseCollege.com)

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## CUSTOMERS

### Booking Information for Recreational Students

#### Staff notes:

- √ Remember to be friendly, helpful and to ask questions while on the telephone so you can give the most relevant information. We want to take lots of riders out for a fun and safe horse riding experience.
- √ When taking ride bookings remember to check the diary for any bookings already made which may be conflicting. Consider information such as different experience levels in the group you're adding to, rides which are longer than 1 hour (and therefore cross over into the next ride time unless there are enough instructors available and horses available to manage it), staffing levels. Please allow a break for each horse between lessons etc. etc.
- √ There is (normally) a minimum age of 4 years for beginner riders, as the helmet manufacturers do not guarantee to protect heads of children under that age. Customer ride time is usually from on the half hour to the next half hour and includes instruction. This will normally make the actual riding time approximately 30 minutes for a one hour lesson. This can be advised at the time of booking.
- √ Ask the riders to arrive on time, explaining that we have allowed an extra 30 minutes so student is taught how to saddle, pick out feet etc. before their ride time starts. Also to allow for paperwork and helmet fitting etc.
- √ Advise riders of dress requirements. The information you will need to take when taking a booking is:
  - √ 1<sup>st</sup> - the name of rider and (when appropriate) parent written beside the ride start time,
  - √ 2<sup>nd</sup> – contact telephone number,
  - √ 3<sup>rd</sup> the name of the instructor taking the lesson
  - √ 4<sup>th</sup> individual information on the riders
- √ Note information such as: age for minors e.g. 11 yrs or 15 yrs, gender e.g. boy, girl, lady or gent, size e.g. tall, short, average, small, stout, heavy and previous riding experience such as: **Beginner**, **Medium** or **Competent** (see Evaluating the Rider).
- √ If student has previously ridden at Fantasy Equestrian Centre, ask them which horse they rode and check instructors notes for horse allocation

**Dress requirements:**

- √ All riders will need to wear long trousers and a sleeved shirt (covering shoulders and midriff).
- √ An approved helmet ASA/NZ 3838 and boots (smooth sole with a slight heel)
- √ Enclosed shoes with clogs on stirrups must also be worn while horse riding but these are supplied and included in the cost of horse riding.
- √ Dangling earrings, rings, loose clothing, cameras, back packs or any loose items should not be worn when horse riding.
- √ Comfortably fitting trousers and firm underwear for gents (not boxers) and firm brassiere for ladies should be worn.
- √ Fantasy Equestrian Centre recommends that you supply your own helmet (ASA/NZ 3838), riding boots and to wear gloves while horse riding.

**Gift Certificates:**

- √ Gift certificates can be ordered and will be mailed within a few days from placing the order.
- √ They can also be arranged over the telephone by mailing a cheque or money order or in person.
- √ There is no charge for printing and postage

The information required is:

- details of who the gift certificate is to and from e.g. To my dearest Aunte Bertha, From your loving Nephew Stephen. (Double check for correct spelling.)
- The value of the gift certificate and the probable service i.e. \$35. for either 30 minutes private, 45 minutes semi-private or 60 minutes group lessons.
- All purchased certificates are exchangeable for any product or service to purchase value and there is a twelve months expiry date.
- We also need a mailing address, so check if the certificate is to be mailed directly to Aunte Bertha or to the loving Nephew Stephen.
- Ask Receptionist to print a Gift Certificate for on the spot purchases.

**Contact Details:**

Our contact details are

Phone (???)

(???)

Fax: (???)

Email:???

Website: www.???

### Customer Arrival

- √ Greet guests and ask them to fill in the indemnity form. Lesson riders fill out indemnity form initially and then annually
- √ Check forms for medical conditions and advise instructor if necessary.
- √ If you have any concerns about experience level, ability, size, temperament , age etc. of rider; now is the time to do something about it.
- √ Pregnant OK when a copy of the doctor's approval in writing is shown. Disabled Ok if balance is good, ridden before. Check with Glenys if not sure.

### Attire

- √ Smooth sole shoe with a distinct heel – or offer our clogs (compulsory)
- √ Approved helmet - fitted securely - to be worn at all times when mounted.
- √ Check clothing for shoulders covered, length of trousers. Offer ours if not adequate. No clothing tied around waist. Leave bum bag and cameras etc behind.
- √ No loose jewellery especially big, loopy earrings.
- √ Any person handling a horse must wear enclosed shoes.
- √ All riders are to be considered as a beginner unless an evaluation shows otherwise. The following definitions are provided as a guide for evaluating a rider:

Beginner rider – a person who has never ridden a horse, up to a person who can mount a horse, dismount a horse and stop a horse. May be confident at riding the horse at a walk

Medium rider – competent at riding various horses both at a walk and a rising trot.

Competent rider – confident and competent at riding various horses at walk, trot and canter. Displays abilities at controlling the horse. In competitions, riders should only ride within their assessed level of skill.

- √ Carefully match the horse to the task expected of it. For example, horse riding in an arena on the flat and riding over fences requires horses with different temperaments and characteristics. Not all horses are suitable for both tasks.
- √ Consider the potential nervousness of a rider, used to riding the same “school horse” in an arena, may become a problem over jumps, particularly where the rider is unfamiliar with this activity. Additional precautions need to be taken. Extra supervision and/or control need to be exercised when taking a horse out of its normal environment.

## ADVERTISING MATERIAL

### Logos, Graphics and Pictures

The following images can be used for Fantasy Saddle Club advertising (flyers, price lists, etc)



## EMERGENCY PROCEDURE

### Accidents

- √ Remain calm and take deep breaths
- √ Find out what the nature of the problem is eg. Broken arm, grass fire etc.
- √ Ask detailed questions – the Instructor will probably need assistance to focus on details.
- √ Find out the age of the injured party and their state of injury – make notes
  
- √ **DIAL 000 (or 112 from a mobile phone)**  
**Ambulance**  
**Fire Brigade**  
**Police**
  
- √ Advise them of the problem
- √ Advise them of our address :  
  
**Fantasy Saddle Club,**  
**394 Bribe Island Road, CABOOLTRE. Q. 4510**  
**Advise them of our phone number: 07 5495 7797**
  
- √ Find out how long they will be
- √ Communicate to the person in charge, the response from 000
- √ Assist emergency vehicle to the scene
  
- √ Answer each question clearly.
- √ If possible send a person to the entrance to wave the emergency vehicle in.
  
- √ **Write up your response in the Incident Book**

### Other contact phone numbers

<b>Emergency</b>	<b>000 (or 112 from mobile phone)</b>
<b>Fantasy Saddle Club</b>	<b>???</b>
<b>Manager</b>	<b>???</b>
<b>Vet</b>	<b>???</b>

- In case of injury treat injured person as per first aid training or find the nearest qualified first aid person on duty
- If you think an ambulance may be required – get one.
- Be sure that the any other riders/people are supervised and instructed as necessary to avoid any other people becoming injured.

## **FIRE**

### **Bushfire**

- In case of emergency danger (i.e. fire) everybody is to meet on the concreted area in the main car park.
- Ensure all people are present, accounted for and out of immediate danger.
- **Call 000. (or 112 from mobile phone)**
- Contact local brigade as well (phone numbers are on notice board)
- If time and emergency personnel allow, move horses into a safe area away from fire or danger and into a fenced paddock.
- If time, hose down buildings and flammable material
- All horses should have their rugs OFF

### **Building/hay/electrical fire**

- In case of emergency danger (i.e. fire) everybody is to meet in the main car park
- Ensure all people are present, accounted for and out of immediate danger.
- **Call 000. (or 112 from mobile phone)**
- Contact local brigade as well (phone numbers are on notice board and in trail diary)
- Hose down buildings and flammable material
- Use the correct type fire extinguishers on the fire.



## **Office Procedures**

### Organisational Style Guide

#### Flyers

- text in Comic Sans
- text sized 14 or above
- colourful presentation of texts
- company logo/graphics/pictures
- company colour scheme
- content restrictions
- copyright legislation
- organisation details in a header or footer
- borders
- a date
- specified location
- type of competition
- how to enter
- spelling and grammar check
- margins set at 1.27cm from the top & bottom of the page
- margins set at 1.27cm from the left & right of the page
- page size set to A4

#### Price Lists

- text in Arial
- text sized 11 or 12
- black text
- label document “Fantasy Saddle Club” in a header in the top left corner
- label document in header at top right corner “Price List as of dd/mm/yy”
- provide the page number in the bottom right corner of the footer

#### Student Handouts

- text in Comic Sans
- diagrams
- spelling and grammar check
- paragraph formatting
- margins set at 1.20cm from top and bottom of the page
- margins set at 1.20cm from left and right of page
- page size set to A4
- 2 columns

## Organisational Requirements

The following procedures are designed to maintain security and confidentiality of information:-

- Mail should not be left open, be unattended or accessible by the general public or in view of the general public.
- Information sensitive discussions (student details, financial, business etc) over the phone should be transferred or arranged to take place in a private area so they cannot be overheard.
- Computer back-up's stored on hard drives and hard copies of all business, financial and student details must be kept locked in a filing cabinet in the managers office.
- Financial records needs to be stored for seven years before they can be removed.

## Emails

In the event of the failure of an email to be sent (i.e., it is returned undelivered) the follow steps should be taken:-

- Check the email address is correct (i.e., spelling, punctuation)
- Check the size of the attachment is within limitations

The following steps can be taken to try to deliver the information:-

- Phone the addresses to re-check the email address
- Send the message/information by other means e.g., fax, post
- Attempt re-sending the email

Emails must be checked and responded to (if required) every morning upon opening and through out the day as they come in. Outlook is set up to automatically archive files however it will require the operator's permission to do so.

Once an email in the inbox has been responded to or followed up it is moved to the folder titled "Completed"

Spam emails should be deleted.

### How to set email security:-

- Open Microsoft Outlook
- In the Outlook window select the 'Tools' tab
- From 'Tools' open 'Options'
- In the 'Options' window, under the 'Preferences' tab, click on 'Junk Email'
- Select the 'High' level of junk email protection
- Click the last three check boxes and press 'Ok'

### How to set email deleting options

- Open Microsoft Outlook
- In the Outlook window select 'Tools'
- Then click on 'Options'
- Select the 'Other' tab
- Click the box for 'Empty the Deleted Items folder upon exiting'
- Press 'Ok'

### How to set automatic archiving of emails

- Open Microsoft Outlook
- Select 'Tools' then 'Options'
- From the 'Options' window click the tab labelled 'Other'
- Press 'AutoArchive'
- Click the box next to 'Run AutoArchive every ..... days'
- Using the up and down arrows enter 7 so that it reads 'Run AutoArchive every 7 days'
- Click the box next to 'Archive or delete old items'
- Click the box next to 'Show archive folder in folder list'
- Enter pathway where the old items will be moved to (see office manager)
- Press 'Ok'

### Net Etiquette

- Respect copyright
- Respect other people's privacy
- Respect other's time and bandwidth
- Do not abuse your power
- Use correct spelling and grammar
- Follow any site-specific or discussion group net-etiquette, protocols and rules
- Be forgiving of other users mistakes
- Discourage and avoid personal attacks on others

## Quotation Criteria

- All quotes over \$1,000.00 must be in writing. Fax and email transmissions are acceptable
- Quotations which are sent by mail are to be sent by registered post
- New potential suppliers need to complete an application form which will then need to be reviewed by management before quotes can be requested from them
- Previous suppliers that meet all the acceptance criteria are to have preference over new suppliers
- Where quotes are equal local suppliers should be selected over suppliers from outside the area
- Three quotations are to be received for external services.
- Suppliers must be reputable to be requested for a quote.

## Acceptance Criteria

For a supplier to be selected they must meet the following criteria:-

- Able to meet the outcomes required
- Meets the industry standards and requirements
- Holds relevant tickets and/or licences
- Provides technical support

## Naming and Storage of Documents

Student files (both hardcopy and electronic) should be named in the following manner:-

In the top left corner of the file the student first name initial and student surname in full.

In the top right corner of the file the month and year they joined membership.

Example:-

'J.Smith

Jan - 2013'

All student records and sensitive information is kept locked in a filing cabinet in the office. Anyone wishing to access these records should seek clearance and permission from the manager.

**References/Standing By laws:**

The Workplace Health and Safety Act 1995 (Queensland);

The Australian / New Zealand Risk Management Standard (AS/NZS 4360:1995);

Horse Riding Schools Trail Riding Establishments and Horse Hiring Establishments Industry Code Of Practice 2002 (Queensland)

AHRC Occupational Health & Safety Policy

AHRC Qld Code of Practice

AHRC Qld Training & Qualifications Manual

AHRC Qld Branch Rules and Regulations

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