

CLIENT CODE OF CONDUCT



The Territory Horse Holding Paddocks (Paddocks) consist of 16 Horse Paddock complexes across the ACT and offer low cost, community horse agistment. Each paddock complex operates as a community and clients and visitors are encouraged to be friendly and courteous. In addition all clients and visitors to the Paddocks are required to abide by the Client Code of Conduct. The Client Code of Conduct also applies to behaviour outside of the Paddocks including public places and across all forms of social media.

1. General Conduct

The Code for general conduct and behaviour follows a philosophy of respect and civil behaviour. If you are concerned about the behaviour or welfare of a person or horse please contact Territory Agistment directly.

- 1.1. Please do not bully or harass Territory Agistment staff, clients or visitors to the paddocks. Bullying and harassment includes:
 - 1.1.1. harassing, bullying, violent, aggressive and/or intimidating behaviour towards others;
 - 1.1.2. unlawfully discriminating against others;
 - 1.1.3. inappropriate behaviour towards other agistees or to members of the public; and/or
 - 1.1.4. inappropriate behaviour from a member of the public to a Territory Agistment or ACT Government employee.
- 1.2. All clients and visitors to the horse paddocks have the right to expect a safe environment and you should not tolerate violent, aggressive and/or intimidating behaviour towards you. Please report bullying and harassment to Territory Agistment via admin@territoryagistment.com.au
- 1.3. Clients are not permitted to erect or permit to remain erected any improvement on any part of the Land.
- 1.4. No goods shall remain on the Land when the Client is not present.
- 1.5. Clients are asked to keep the Agistment Facilities clean and tidy.
- 1.6. If you bring a dog to the Horse Paddocks, dog faeces must be collected and removed.

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2. Client Safety

- 2.1. The horse may not be ridden in the horse holding paddocks.
- 2.2. The Horse may only be hand fed in an area of the land designated as a Feeding Area.
- 2.3. The Horse must remain tied to the rail or hand held at all times whilst in a Feeding Area.
- 2.4. The Horse shall not be permitted or caused to be or remain loose and uncontrolled in an Activity Area, Riding Area or Arena.
- 2.5. If the Client brings a dog onto the Land it must be kept on a lead and under control at all times.
- 2.6. Shoeing of the Horse may only take place in the designated Farrier area or in the Feeding Yard in the absence of a designated area.
- 2.7. The Client or their representative must keep the Horse under control whenever the Client or their representative is handling or riding the Horse on the Land.
- 2.8. The Horse may only be ridden in the area of the land designated as a riding area.
- 2.9. An Australian Standards approved riding helmet and heeled riding shoes must be worn whenever the Horse is ridden.

3. Conduct in relation to the Horse

- 3.1. The Horse may only be left in a holding yard if it is sick or injured and the Contractor has given prior approval.
- 3.2. The Horse shall not be permitted or caused to enter onto or remain uncontrolled on any "tree lane" or "tree plantation" on the Land.
- 3.3. The Horse shall not be permitted or caused to enter paddocks not currently in use for grazing by the herd.
- 3.4. The Horse shall not be permitted or caused to enter uncontrolled onto or remain on any road on the land.