

SOMBRERO

EMPLOYEE INFORMATION

Congratulations on your employment by Sombrero. Sombrero is considered to be one of the largest horse operations in the United States. Enclosed in this handbook are some guidelines designed to make your employment more successful. This handbook outlines the conduct, personal appearance, and general rules which are expected of each employee. You are expected to comply with the following guidelines while working or around guests and company facilities. We are a service oriented business that strives to make every guest that rides with us happy, satisfied, and wanting to return in the future. The guests of this stable will always be referred to in a positive manner.

Upon your arrival you should become acquainted with your coworkers and your managers. All of us will be working together, eating together and more than likely spending some leisure time together. Because of this close knit working relationship, you have the opportunity to meet and become close friends with a variety of people from all over the United States. Also, become familiar with your surroundings, your living area, the barn, and the trails. Learning a bit of the history of the Estes Park area or some of the aspects of nature truly appeal to your customers who are unfamiliar with the area.

A large part of your responsibility as an employee of Sombrero lies in your ability to relate to the customers. What you do will reflect upon you as an individual and as an employee. Whether you realize it or not, you are looked upon by all of these people as an example of how Sombrero cowboys (and cowboys in general) should be like and how one should behave. Therefore, we ask that you consider your personal appearance and habits both on and off the job. You will be surprised how many past customers you might run into downtown at night.

During this time of environmental awareness, one of your biggest challenges as an employee will be convincing our customers of the true value of horseback riding in the National Forests and Parks. (Some are concerned that horse traffic on public trails is destroying the trail.) We provide visitors an alternate means of viewing historical sites and nature. Horses permit those unable or unwilling to hike a means of experiencing and viewing the landscapes that are not accessible by motor vehicle. It will be necessary for you to show the customers, by example, that our riding stables are a valuable asset and provide a service that should continue for years to come. This means during your ride you should be aware of what you are doing...

- to the trails
- to your horse and other horses in the group
- to your customers (are you attentive, safety conscious, courteous?)
- ...with your appearance and also your language

Remember that the majority of people who come to ride with us have little or no experience with horses. No book or manual can give step-by-step instructions for every situation - especially when dealing with unpredictable individuals like people and animals. Your training and your previous experience should adequately prepare you for what you will do while you work here.

I. PAYROLL

Paychecks will be issued on the 5th of every month, with the exception of the 5th being a Sunday or federal holiday.

II. THE BUNKHOUSE

Sombrero provides all employees room and board as part of your salary. Room and Board are provided; \$300 is added and then removed from your salary each month to cover this, in accordance to law. Example: You opt for the standard salary plan. The first three months, your paycheck will show you were paid \$400, taxed on that amount, and then the extra \$300 was "removed" to cover room and board. You are then issued a paycheck for \$100; essentially you are paying rent.

We supply two (sometimes three) meals a day and all employees do eat together. Living conditions are communal - rooms will be shared with other employees. There are separate living quarters for men and women.

WE PROVIDE:

- Bed and mattress
- Either a set of dresser drawers or limited closet space, or both
- Wireless internet and communal TV in some locations
- Communal bathrooms with showers
- Communal kitchen area
- 2-3 meals a day, depending on location
- Household cleaning supplies (vacuum, broom, mop, bleach, etc.)
- Toilet Paper
- Laundry room with washer, dryer and laundry detergent

Employees are required to live in assigned quarters at the ranch. We offer no provisions for pets or private horses and do NOT make exceptions. You will need to bring your own bedding – sheets, blankets, sleeping bag, pillow, whatever you are comfortable with. The weather in the mountains can get very cold so pack accordingly. Also bring your own towels and washcloths.

You and your roommates are responsible for keeping your living quarters clean and tidy. At times you will be required to clean the communal areas of your living quarters; i.e. bathroom, sinks, and living rooms. You are expected to keep your personal belongings off the floor and put away.

BUNKHOUSE RULES:

- No smoking, consumption of alcohol, or use of illegal drugs in the bunkhouse. The presence of any of these will result in immediate dismissal. No Exceptions.
- No Pets, including horses. No exceptions.
- You will have roommates. Respect their space and belongings.
- Label any food that is yours with your name. Leftovers may not be left in the fridge for more than one week.

- Communal areas must be kept clean at all times. You use dishes, you wash them. Failure to show respect to communal areas will result in the loss of certain house privileges.
- You may bring your own car; Sombrero only provides transportation to and from work, where necessary.
- No overnight guests in the bunkhouse, unless cleared with the manager ahead of time.
- Quiet hours begin at 10 pm. People trying to sleep always have first priority.
- Bring your own bedding, your manager will tell you what size.
- People with days off have first priority on the washer/dryer.

III. POLICIES - AT WORK AND HOME

PHONE POLICY

If you own one, you should definitely have your cell phone with you on rides, **but for emergency uses ONLY**. There will be **NO** personal cell phone usage during working hours, except for emergency purposes! This includes texting.

SMOKING, DRUGS, AND ALCOHOL

We have a zero tolerance policy. Anyone found in possession of alcohol, marijuana or illegal substances on Sombrero Property will face immediate dismissal. For those employees of legal drinking age, we encourage you to NOT DRINK AND DRIVE.

NON-HARASSMENT POLICY

The company recognizes that harassment on the basis of sex, race, religion, or sexual orientation is a violation of federal employment discrimination law. The company will provide a work environment free from harassment, and will not tolerate such conduct on the part of any employee or other individual. If any employee believes that comments, gestures, or conduct from any employee, supervisor, or person doing business with or for the company are offensive, the employee should notify his or her manager. If the complaint concerns the manager, the employee should notify Cody Walker. The company will promptly and thoroughly investigate any complaints of harassment, and will take immediate action to resolve such complaints. Any employee who is found to be responsible for harassment will be subject to appropriate discipline, up to and including termination. The severity of the disciplinary action will be based upon the circumstance of the infraction.

THE FOLLOWING WILL RESULT IN IMMEDIATE TERMINATION OF EMPLOYMENT:

- Smoking any substance on Sombrero Property
- Possession or use of any alcohol, marijuana or illegal drugs on Sombrero Property
- Arriving at work drunk or under the influence of marijuana or illegal drugs
- Abusive behavior (verbal or physical) towards guests, coworkers, or horses
- Late for barn call 3 times
- Incidents due to negligence
- Cursing on the radio
- Not completing an incident report upon returning to the barn for a guest incident that involves an injury
- Getting yourself injured because of your own in-ability to use common sense, follow procedure or as the result of horseplay

- Use of cell phone ON A RIDE for non-emergency use. (includes texting)
- Use of cell phone for personal use three times at work, not on a ride or during lunch

INSURANCE

Workman’s Compensation will constitute the sole coverage which we will provide for you. If you wish to have any extended coverage you should arrange for it accordingly.

FIRST AID CERTIFICATE

You must have a valid First Aid Certificate and a CPR Certificate with you upon your arrival. See your local Red Cross for information (cost is approximately \$45). Please remember that you are responsible for customers on your trail ride, having first aid knowledge is very important if any accidents should occur.

IV. AT WORK

WORKWEEK AND DAILY SCHEDULE

The workweek consists of six days. What follows is an example of a typical schedule. There are days where it will not consist of as many hours; we have just given you an example of a day during the busiest part of the season at the busiest location.

"Barn Call" is the time you must be at the barn READY TO WORK in the morning. It will be set the night before. Failing to show up to barn call in time may result in disciplinary action. Habitual lateness will result in dismissal.

Your basic daily schedule is as follows:

5:00 a.m.	Barn call: feed, brush, saddle horses
7:00 a.m.	Breakfast or Breakfast Ride
8:00 a.m.	Scheduled rides begin for the day
Noon-2:00 p.m.	Lunch (employees eat on shifts)
5:30 p.m.	Steak Ride
7:00 p.m.	Feed, unsaddle horses
8:00 p.m.	Close up the barn and finish for the day

DRESS CODE

To keep with the western tradition of our business, we require dress that associates you with the west and cowboys. Below is a list of required clothing and a few recommended items:

- Cowboy hat (felt holds up to rain better than straw) with stampede string. The stampede string is important to keep your hat in place on windy days; it is a safety hazard if your hat flies off while guiding a trail ride. Also, do not buy a new expensive hat for this job, as it will get exposed to weather. Either use an old one, or just buy a cheap one.
- Denim Jeans (4 pair) must sit high enough to completely cover your bottom.
- Button/snap collared shirts. Men's must be tucked in. Women's, we understand some women's button shirts are not long enough to tuck. If this is the case, you must be wearing a shirt

beneath that tucks in to cover your midriff. No Exceptions. Shirts must be buttoned high enough to not expose the chest. Exposing your cleavage is not acceptable.

- Western Boots in good repair. Western boots in the mountains are expensive, so you may want to go ahead and bring two pair. It is possible you will wear through a pair, and also it is nice to have a dry set if one pair gets wet.
- Overshoes for boots or mud boots
- Pocket Knife
- Work gloves
- Belt (Necessary for carrying your radio too)
- Light & heavy coat

The nature of your job means that your clothes will have some wear and tear. That said we expect that, within reason, you will look clean and presentable in front of guests. No rips or holes larger than a quarter, and no large stains in front of guests.

RECOMMENDED

- Chaps or Chinks
- Saddle coat (rain coat)
- Long underwear
- Hat Cover
- Saddle bags or horn bags
- Alarm Clock
- Sleeping bag
- Driver's license
- Proof of insurance if driving

PERSONAL ETIQUETTE

Personal appearance indicates to people the respect and pride you have for yourself and others. Your personal appearance and behavior reflects to the public the type of business we try to run. In accordance to western tradition, it is required that you have a western appearance to your attire.

Please read and understand the following guidelines:

1. You will look clean and neat each day.
2. You will be clean shaven. No beards allowed, however, mustaches are acceptable as long as they are kept neat.
3. You will wear a western hat while working. NO BASEBALL CAPS!
4. Foul language will not be tolerated around guests, in the barn or during business hours.
5. NO SMOKING will be allowed on Sombrero property or anywhere conducting Sombrero business.
6. Chewing tobacco is considered similar to smoking.
 - a. Do not spit while helping customers on or off horses
 - b. Do not spit in kitchen
 - c. Do not spit while serving customers on meal rides
7. If a conflict arises with a guest, address it with the manager immediately. If you are out on a ride and a guest will not listen to you, you have the right to remove their horse's reins and pony them for the rest of the ride, or if they are putting others in danger, to ask them to dismount and walk back.
8. All accidents should be reported immediately to the manager. The wrangler is responsible for making sure that all accident reports are completed at the time of the accident.

9. The wrangler is responsible for the group from the time each guest is mounted on the horse until each guest is dismounted and the horses are in the corral. The safety of the riders is the responsibility of the wrangler. BE ALERT. The more you are paying attention to your group, the less likely an incident will occur. This cannot be stressed enough.
 - a. You want to keep your group moving at all times. The only time all horses should be stopped is at the cinch checkpoint, or if there is some kind of accident (for example, do not stop to take pictures! Offer to take pictures at cinch checkpoint.).
 - b. Keep your horses close together. Try to keep no more than a couple horse lengths between everyone. This may mean you have to make your horse walk slowly.
 - c. DO NOT let guests trot, pass each other or allow their horses to eat. Make sure they are well aware those are the rules and if they do not follow them they will not ride.
10. Your guide horse will be assigned to you each day by the manager. You will not necessarily have the same horse each day.
11. Any horse tied for more than one hour needs to be watered. Water your guide horse after each ride.
12. For safety reasons, never bridle a horse or help a guest on a horse while the horse is tied to the hitch rail. Always untie the horse first.
13. Before helping a guest on a horse, check the pads for alignment, examine the tack for problems, check the horse for shoes and overall appearance, and reset the saddle.
14. Never hit, kick, or throw anything at a horse.
15. Help keep the barn and hitching area clean of manure and trash.
16. The office area is for guests wishing to ride or obtain information. Employees should not be in this area. There is an area designated for employees to gather, smoke, drink a coke, etc.
17. Never speak poorly about other wranglers in front of guests. Do not blame other wranglers for a problem that arises with horses or tack on the ride **IN FRONT OF THE GUESTS**. You are all a team and it is important to act like it. If you have a problem with a wrangler you need to discuss it with the manager and the wrangler at the end of the day.
18. NEVER speak poorly of a particular horse in front of guests. You'll have your favorites and the ones you wish you never met- same as with people. There is no need to prejudice the guest against their horse.

RADIOS

You will be assigned a radio at the beginning of the summer. **Loss or destruction of this radio will result in you replacing it either by purchasing a replacement, or a fee of \$250 to be paid to the manager for replacement.**

Your radio should be on your person at all times, on and off rides. This way if you and your horse are separated, your communication is not cut off. This means no leaving your radio in your saddlebags.

RADIO PROTOCOL

- It is a federal offense to swear on the radio. Remember, these channels are public.
- EVERYONE can hear what you say. You may be alone, but 6 other wranglers may be on a ride with guests listening.

- Start your transmission with "your ride" to "Individual". There are a lot of people using the radios, and we don't always recognize your voice.
- Wait for the receiving end to acknowledge you- no point in giving a whole spiel if their radio is not even on.
- Keep it short, simple, and to the point. Generally we will not ask for a long explanation over the radio.

EXAMPLE

2 p.m. 1 hour Cody to the Office

Go for the office

We have a lame horse at the cinch check-point, requesting a replacement draft horse / kid's horse / adult horse

10-4, someone is on their way.

In the case of an incident, call in to the office so that they can have the paperwork ready. If someone fell off, is fine, and remounted:

Be advised we had an incident, everyone is fine and the rider has remounted.

If the Rider will not or cannot remount, you must say which it is, whether you require transport or they are walking, whether or not they require medical attention, and the location. NEVER use the words buck or rear on the radio- even if this is what happened, hearing these words can make guests on other rides nervous.

EXAMPLE

Be advised a rider is off her horse and would like to return to the stables. Please have a truck meet us at the Homestead. We do not require medical assistance.

OR

Be advised a rider is off his horse and requires immediate transportation back to the stables. We are on Boot Hill.

Unless the rider is unconscious or needing immediate professional medical attention at the location, there is no need to go into detail on the radio. First, this takes up time that could be better spent getting help or establishing your location. Second, this can cause panic on other rides and lead to other accidents. Upon pick up that person can be brought back to the stables or to the hospital at need.

Your managers will address any other items or questions overlooked in this manual or that you might have. We look forward to a fun and challenging summer.

SAFETY MANAGEMENT AND EMERGENCY PROCEDURES

Please read carefully. If you have any questions, please ask; it is very important that you understand these procedures. Real and unavoidable accidents DO happen. Horses and people have minds of their own, and it is difficult to totally control the environment in which we are working. You may have very little control over some of the things you may encounter. You must understand what to do if an unavoidable accident does happen, and ways to minimize the chances of such an accident from occurring. In an emergency, only manager should call 911 or park rangers unless the guide is out of radio range.

FALLEN RIDER ON THE TRAIL

Stop the ride. Block the trail at the front of the ride by turning your horse sideways across the trail. Go to the fallen guest and begin first aid immediately, if needed.

If the guest jumps right up and appears to be unhurt, talk to him/her to ascertain, to the best of your ability, any possible injuries. Remount the rider on his/her horse if he/she appears to be unhurt. If the guest is reluctant to remount the horse he/she fell from, see if he/she will ride the wrangler horse (if that horse is safe), guests can switch horses with another guest if wrangler horse is not an option. Often this is a great solution. If the guest refuses to get back on any horse, someone will need to walk with them to a point where the guest can be picked up, or back to the stable if that is just as close. Check with the manager and fill out an incident report form upon returning to the barn.

If the guest is injured, begin first aid immediately. Call the manager on the radio and inform him/her on the situation. If there is another group leaving soon after you, the rest of your group will join them, or the manager can send up another wrangler to take the rest of the group. It is important to keep the rest of the group moving. Again, **an incident report must be filled out upon returning to the barn**, try to get names and statements from witnesses. Accidents due to wrangler's negligence will be grounds for immediate dismissal.

RUNAWAY ON THE TRAIL

Stop the line and block the front. Calmly call out instructions, such as "Sit up! Pull up! Circle!" Do not chase the runaway or it will turn into a horse race. Because of the herding instinct, the horse will probably circle and rejoin the string. If the runaway heads for the barn, follow at a trot calling out instructions. If possible, take a shortcut and try to get to the trail between the horse and the barn. If the guest is going to be out of sight for a long time, the wrangler should follow in case he/she falls on the way. Leave a volunteer to supervise the rest of the group and keep them calm and in order.

REARING, BUCKING, LYING DOWN

If on the trail, the wrangler stops and blocks the line and calls out instructions:

Bucking: "Sit up! Pull up!"

- Rearing: "Lean forward and grab mane!" Have the guest move the horse forward or circle as soon as he comes down.
- Lying down: "Kick! Kick!" The horse must move forward. Immediately check the cinch for tightness. Many times when this happens, it is because the cinch is too tight.

ACCIDENT PROCEDURE – HORSE

If a horse should become injured or lame on the trail, stop the ride, dismount the guest on the injured horse, and assess the injury. If the horse can be ridden, remount the guest on the horse and continue the ride. If not, mount the guest on the wrangler's horse and lead the injured horse. Call the manager and inform him/her on the situation. The ride continues at a slow walk.

FIRE EMERGENCIES – STABLE FIRE

Remove guests! Evacuate horses. Call fire department. Open all gates to fire area and keep the road leading there open. Keep fire extinguishers charged and easily accessible. Use fire fighting equipment you have available until the fire department arrives.

FIRE EMERGENCIES – FOREST FIRE

Ride to the nearest road. Put stream or some other natural barrier between group and the fire. If the fire is traveling too fast for you to get away from it at a safe speed, or the fire can jump your natural barrier or road, stop passing motorists and get guests out of the danger area. The best defense is for you to stay alert to the environment around you. Never wait to react when fire is involved. The sooner you act, the better the chances for survival for man and horse.

EMERGENCY PROCEDURES – WEATHER CONDITIONS

SEVERE LIGHTNING: If you are in an open area, stay away from lone trees and small clumps of trees. Find a low area or depression. If possible, tie horses to brush (or any safe object) and get guests away from the herd. Do not bunch guests up in one big clump; spread them out. If a hill is present go halfway down the side of the hill. If there is absolutely no danger of flash flooding, you can go all the way to the bottom. If there is an area of many trees, you are safer under them than you are in the open (as long as you don't get under the tallest trees). In all cases tie the horses, and move the guests away from them. Spread the guests out so they are not in one big group.

FLASH FLOODS: Get the group to the highest point possible that does not present other life-threatening dangers, such as lightning.

HAIL: Since lightning may also be present, follow the rules for lightning. In the case of large hail (i.e. golf-ball sized) remove saddles from horses and put them over the guests' heads to protect them. Remember, flash flooding could also occur.

WIND: May be accompanied by lightning and/or hail. When taking shelter, be sure there are no dead trees or dead limbs on trees over the guests. The wrangler should caution guests to secure any hats or loose clothing on windy days (hats or jackets flying off is a very spooky thing even to the

calmest of horses). Our locations near the Continental Divide do leave us prone to a lot of windy days.

FIRST AID KITS AND RADIOS

All wranglers will be supplied with a First Aid Kit and a radio for the summer. The kit should be with you on ALL rides and should be checked regularly. The supplies should be replenished as they get low. You should have your radio on you at ALL times. Do not leave it in the saddle bag at any time; this way if you are separated from your horse on a ride, you are not separated from your radio. Keep it with you so people can get a hold of you.

STORM/SLICKER PROCEDURE

If a storm occurs and the ride is far enough away from the barn, the wrangler stops the ride and assists all guests if they have slickers to put on. Explain to the guests that they need to wait for assistance before attempting to put on their slickers. Slickers can be a spooky object to any horse! Guests should remain mounted and in line. The wrangler horse should be tied so that he/she remains in front of the line. If the storm is severe, bring the ride back by the most direct route.

PREVENTATIVE MEASURES

HORSES: All horses are carefully selected for temperament, reliability and suitability for trail riding activities. Be sure each time a guest is mounted on a horse that the horse has no physical problems. Horses usually spend no more than eight hours a day participating in trail rides.

TACK: All tack is taken apart, inspected, cleaned, and oiled at the end of each season. Bridles and saddles are to be checked well each time they are put on a horse. A wrangler must check tack for fit, proper adjustment, and wear each time a guest is mounted, regardless of riding level of the guest.

RIDER: All guests are questioned on their riding ability prior to the assignment of a horse. Horses are assigned according to the level of the guest's abilities. Watch for loose clothing, jackets, belts, or hats that could become entangled with tack or blow in the wind and frighten horses.

FACILITIES: Barns, hitch rails, pens, corrals, gates, shoeing areas, and office areas are to be inspected for any hazards which could affect horses and guests. Supervision should be present at all times when guests are in the livery area. All equipment should be stored in a safe, out-of-the-way place. Be sure to put all tools and equipment where they belong.

STRESS MANAGEMENT: This has to be one of the most important parts of any preventative measure that you can take to avoid accidents. Some things that contribute to stress in the horses, guests, and wranglers are fatigue, boredom, fear, confusion, discomfort, anger, conflict, and other similar things.

A horse must be in good health and free of injuries or sores. Watch for mood changes in the horses. We all have bad days; horses do too. All guests should be treated with courtesy and respect. This is especially important in a sport that requires self-confidence.

A wrangler's voice, body language, and vocabulary impart this feeling to guests. However, you, the guide, must remain in control at all times and know that you will receive prompt obedience when you issue an order. This does not mean you cannot be friendly with your guests and have fun with them. Guidelines set limits on people's behavior, which in itself reduces stress. These boundaries are absolutely necessary to young riders. Treat the guests in the manner that you would like to be treated.

Be especially aware of fear. Fear can interfere with a guest's thinking process and he/she can become inattentive. Occasionally a guest will decide at the last minute not to ride; if this happens help the guest dismount, notify the manager, and return the horse to the hitch rail.

LEGAL RESPONSIBILITIES

There are certain things that the courts have already decided that you must do as a professional when you offer trail rides in exchange for money. You, as the professional riding guide (in the eyes of the court if you are paid to guide rides), will be held financially responsible for damages occurring during a trail ride or cookout if the court finds that your methods or actions contributed to that accident. You must check equipment to be sure it is in safe condition. You must also check the equipment for proper fit and adjustment for both the horse and guest. This must be done each time a guest prepares to mount the horse.

HORSE ASSIGNMENT, MOUNTING PROCEDURES

Each guest is assigned a horse by the manager according to riding ability. The wrangler checks the tack on the horse, resets the saddle, and tightens the cinch. While doing this, the guest should be introduced to the horse and the wrangler should explain how to steer, stop, and make the horse go. This procedure is repeated until all guests are mounted on their horses.

INTRODUCTION SPEECH AND TRAIL RULES

As your ride is leaving and walking down the alleyway, you should introduce yourself and give some simple guidelines. Let guests know they are not to allow their horses to eat grass, trot, or pass. It really helps if they can keep their horses a few feet away from the horse directly in front of them (limits kicking and biting). Let them know how to stop their horses if they try any of these things. These are VERY important safety rules and guests MUST follow them. If they continue to break these rules, you have the right to ask them to dismount and walk the rest of the way.

Also ask your guests if they know their horses' names. An easy way for you to communicate with your guests is if you can call out a horse's name while giving an instruction and have the guest respond (for example, "steer Cinder to the right").

Let guests know that loose clothing and hats are the number one cause of accidents. If a guest needs to take off or put on a jacket tell them they need to alert you first and you will be glad to help

them. Also let them know if they drop anything to tell you; guests should not be getting off their horses.

DISMOUNTING PROCEDURES

Just prior to completing the ride, the wrangler is to tell everyone on the ride to please stay in line and REMAIN ON THEIR HORSES until someone can help them off. The wrangler will lead the ride to the dismounting area (right in front of the barn), dismount, tie his/her horse to the rail, and begin helping guests off. If there is a drag wrangler, he/she should dismount and tie his/her horse to a rail at the back of the line, do NOT walk horse past the guests to get to the front. The drag wrangler will help guests off and then go get his/her horse. Guests should be greeted with a smile and asked how they enjoyed their ride and then should be helped off their horse. Be sure to help the guests get their shoes out of the stirrups on the way down! The horse's cinch should be loosened, reins removed, and then the horse should be turned into the corral. Before letting the horse loose be sure no guests or small children are in the way.

*The most important thing you can do: please always use common sense, on the horses and off. If you see something that could be dangerous (nail on the ground, saddle starting to roll, lead rope dangling, anything) go ahead and fix it. Feel free to ask for help if you need it. If you see a horse that is lame or missing a shoe, tell a manager. Above all, use common sense.

*Another thing – it does not matter how good of a rider you are if you do not know how to perform common tasks. Before coming here you need to know how to halter, bridle, and saddle a horse. You need to know the correct way to mount and dismount a horse, and how to handle one on the ground (catching a horse, leading, tying, walking around in a large group, dealing with a frightened horse, etc.). If you do not know how to do these things, it would be helpful to learn about them before you come here.