# DIAMOND SPRINGS RANCH

# Staff Manual

**Our mission is to encourage God's people and to provide opportunities to slow down, reconnect, and experience the timeless values of the cowboy way of life.**

***Our Core Values***

**faith • family • friendliness • integrity • tradition • community purpose • hard work • authenticity • connection**

***Our Vision***

**To continue to develop the ranch into an immersive cowboy destination with additional vacation rentals, ranch experiences, and a horse town.**

*This manual is the playbook for how we care for guests and animals at Diamond Springs Ranch. It's how we keep people safe, keep animals healthy, and make sure every guest feels like they belong here. Take time to learn it and let it shape how you show up.*

*If something in this manual conflicts with what you see happening on the ranch, we want you to ask! Don't guess. We'd rather pause and get it right than push through and create a problem.*

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## *Guiding Ranch Principles*

- **Every guest should leave feeling welcomed, valued, safe, refreshed, and eager to return: greet guests promptly, use names, answer questions patiently, keep phones away, create memorable moments, and finish every interaction warmly.**

- **If you see it, own it, fix it, or report it. Never walk past trash, an open gate, broken equipment, a confused guest, or a safety concern.**

- **Professional appearance, reliability, punctuality, respectful communication, integrity, teamwork, and continuous learning are expected.**

- **Safety is the highest operational priority. Every employee has stop-work authority. Report incidents, near misses, hazards, and maintenance issues promptly.**

***Before making a decision, ask these questions:***

- ***Is it safe?***
- ***Does it honor God?***
- ***Does it create an exceptional guest experience?***
- ***Does it care well for our animals and property?***

## Questions? Need Help?

## Logan — 316-303-6195

## Susan — 316-209-5498

## Byron — 316-214-7600

# FAQ — Things Guests Ask Every Week

***"How much is it?"***

- Trail Ride — $45
- Sunset Trail Ride — $55
- Dinner Date — $325
- Highland Corral Experience — $30/person or $90 for private experience
- Venue Rental — $150/hr, 4 hr minimum
- Treehouse & Covered Wagon Rental — see website; prices vary by day & season

***"Do I need experience?"***

Nope. Most of our guests have never been on a horse. Our horses are picked for trail work, and we walk you through everything before you mount.

***"Is there a weight limit?"***

250 lbs. If you're close to that, give us a call before you book and we'll figure it out.

***"Can kids ride?"***

Yes — the age depends on the child. Younger kids may ride double with a parent on a designated horse. Call us and we'll talk it through.

***"What should I wear?"***

Closed-toe shoes, jeans or long pants. Hat or sunscreen depending on the day. You can bring a helmet if you want one.

***"What if it rains?"***

Light rain, we ride. Lightning, we don't. We'll reach out if we need to reschedule.

***"How long is the ride?"***

40 to 45 minutes in the saddle, plus mounting and dismounting time. Plan on about an hour total.

***"Where are you?"***

About 15 minutes north of Wichita.

# Trail Rides — Philosophy: How We Treat People

Some horse people act like having horses or knowing how to ride makes them better than the guest standing in front of them. That's NOT who we are at Diamond Springs Ranch.

Most everyone who books a trail ride is a complete beginner. They're nervous. They're excited. They're trusting us with their afternoon, their date night, or their family memory. Treat that trust like it matters — because it does.

## What we want guests to feel

By the time guests leave, we want them saying things like: “It felt like family.” “It felt real.” “It felt like somewhere I want to come back to.” That doesn't happen by accident. It happens because of how you show up.

## Always do

- Treat every guest the way you'd want to be treated — and the way God sees them, with His love
- Greet every guest with a smile and your name
- Be kind, courteous, and encouraging — to beginners and experienced riders alike
- Wave at every car coming up the drive — the experience starts before they get out of their car
- Answer questions with patience, even the same one for the tenth time that day
- If something goes wrong, own it first. Don't blame the guest, the horse, or the weather — apologize, fix what you can, and move forward
- Be friendly, respectful, and inviting with clients, while keeping all conversation appropriate
- When leading a trail, wear ranch apparel (staff shirt or other Diamond Springs Ranch shirt) when possible — it shows people who to ask and looks professional

## Never do

- No cursing — especially around guests
- Never say anything negative in front of guests — about the ranch, the horses, another staff member, or the guest themselves
- Never make fun of a guest, even after they've left. Not in the lodge, not in the barn, not in the truck
- Never talk down to a beginner. Their first ride is a big deal to them
- Never make a promise we can't keep. We don't use words like “always” or “guaranteed” — we say what we'll do and then do it
- Never say anything negative about a horse or a horse’s behavior in front of clients. Horses have good and bad days, but we want every rider excited to ride our horses

If we hear that a guest was treated poorly, we'll have a real conversation about it. Repeated disrespect toward guests means we'll need to step you off trail-ride duty — not because we want to, but because protecting the guest experience is important to us.

## If a horse is out for medical reasons

If a guest asks about horse numbers or why a horse is being walked instead of ridden, it's okay to simply say “one of our trail horses needed some time off” or “they are currently being trained.” This keeps the conversation moving and shows guests we have the animals’ best interest at heart.

# Daily Schedule & Timing

Being on time matters. People are paying for an experience, and when the first ride runs late, it shifts the rest of the day. If you're running behind, give us a call so we can adjust — don't go quiet.

## If You’re Running Late

The first time it happens, we'll talk through what got in the way and how to prevent it. If it becomes a pattern, we'll have to step you off trail-ride duty — not as punishment, but because the experience we promise guests depends on it.

## Pre-Ride Timeline

- Check FareHarbor and Ranch Calendar so you know what rides are scheduled and how many riders are on each ride
- Wranglers/trail leaders arrive at least one hour ahead of the first ride to catch horses, tack up, and set a game plan for the day
- Soak alfalfa cubes or pellets (In bucket, water just over the top, 40 minutes minimum)
- Bring horses up and sort into pens
- Catch, halter, tie, and feed grain (1/2 scoop per bucket — see Feeding Routine for per-horse amounts)
- Fly spray, brush, and saddle. Tighten cinches snug, then again 3–5 minutes later, then once more before the guest mounts
- Bridle goes on after the horse is done eating
- Have horses tacked up and lined up at the hitching post 15 minutes before the ride is scheduled to leave — that 15-minute buffer protects the schedule when something inevitably comes up
- Stay till the end of the night to help untack, turn out horses, and clean up — this way everyone gets home promptly and we work as a team

## Between Rides

- Helping guests off the horses and taking post-ride photos takes about 7 minutes
- Greet the next group during this window
- Quick water and brief check on each horse before going again
- If there’s more than 30 minutes between trails: loosen cinches, offer horses water, remove bridles, and re-apply fly spray. Remember to tighten cinches again before the next trail

# Guest Trail Ride Procedure

## When Guests Arrive

The guest experience starts in the driveway, not at the lodge door. Wave at every car. Greet every person at the door with your name and a smile.

***Check-In Flow***

- Greet at the door: “Hey, welcome to the Ranch. I'm [name]. You here for a trail ride?”
- Confirm they're in the right place. If they look uncertain, walk them through what's about to happen

- Ask if they signed the waiver online. If not, get them signed — every person riding, no exceptions.
- **CONFIRM ON THE SMARTWAIVER APP** (found on the iPad); log in and check that their name is there and the waiver is complete
- If they're early, invite them to hang out in the lodge. Show them around — bathrooms, lodge layout, ranch merchandise, goats, and cows
- When it's time, walk them out to the horses. Don't just point — lead them

***Mention While You're With Them***

- The Highland Corral Experience ($30) — pet, brush, and feed our Highland cattle. Great add-on, especially for kids
- The Treehouse and Covered Wagon Airbnbs — built for couples & families wanting a real getaway. The treehouse was designed by Treehouse Masters and built by us; that detail catches people every time
- Lodge events, riding lessons, and seasonal events when relevant

Don't pitch. Just mention what fits the conversation. If they ask, give them more. If they don't, leave it.

## Loading Guests on the Horses

Allow about 7 minutes to load a group. Most everyone is brand new to horses and doesn't know what to do. They're looking to you for confidence.

***Set Up***

- Horses are NOT tied while you're loading
- Horses are NOT close to each other while you're loading
- Step stool prepped and in position

***Lead and Load — One Horse at a Time***

- Untie a horse and lead it to the step stool. Don't ask the guest how they want to do this — tell them how we do it. Beginners feel safer when you sound like you've got it
- Always attach both reins to the bridle. Hold the lead rope until the rider has mounted, then tie the lead rope around the horn — this way you keep control of the horse if anything happens during mounting

Mounting script: "Go ahead and step up on the stool and stand on top of it. Put your left foot here in the stirrup and your left hand here on the saddle horn. (Point as you say it.) Then swing your right leg on over to the other side."

***Once They're On***

- Adjust their stirrups so they're comfortable (correct length: 3–4 fingers between the crotch of their pants and the saddle when standing in the stirrups — no need to explain this unless they ask)
- Walk them through the controls, individually or as a group demonstration

Controls script: "Here's how you control your horse. To turn right, slide your right hand down the reins and pull toward your right hip. To turn left, slide your left hand down the reins and pull toward your left hip. To stop, pull back on both reins and say 'Whoa.' While we're riding, we want the reins nice and loose so they're not pulling on the horse's mouth. To go forward, kiss and kick with your heels."

Demonstrate with your hands and feet as you say it. Most beginners don't kick hard enough — if a horse won't go, tell them to "kick like you mean it."

- After explaining, step back — walking backward, not turning your back to the rider — and have them walk the horse to the cart path. Face the horses due east
- Helper holds the loaded horses facing east while you load the rest. Line them up side by side

## On the Trail

- 1 staff 18 or older leading the trail, 1 staff or helper walking or riding in the back. Only 2 staff on trails unless additional side-walkers are required.
- If possible, have two people on every trail ride — both riding or one riding and one walking as it helps clients feel connected and safe and follows our ranch values

Leading a trail ride means controlling your own horse while keeping a group of beginners controlling theirs. It's a real skill — if you're not there yet, ride along until you are.

***Before You Head Out***

- Take a group photo. If two riders came together, set them up next to each other for the ride
- Tell the group: “We're going to keep the horses nose-to-tail as best we can” — one behind the other, single-file

***Pacing & Structure***

- Total ride time is a 45-minute minimum — as the wrangler, you're responsible for making sure the ride runs the full time. Even a shady spot to talk with riders can add time
- We do not trot or lope on the trail — WALK ONLY. This includes staff or helpers on the trail on their own time. Unless approved by Logan, horses stay at a walk; we train our horses to be relaxed and slow on the trail for clients. Loping and trotting are only for further training, done off the trail system or in a spot pre-approved by Logan
- Horses should not be encouraged to jump over logs, trees, ditches, or water — it can become a bad habit and we want horses to stay sound for trail rides
- Stay on the trail
- The lead is in the front at all times. Even a confident rider or someone who rides at home doesn't take the front — that's how we keep the group together and the pace right
- Spacing: about one horse length between horses — close enough to hear you, far enough that horses aren't crowding
- As trail lead, keep checking in with riders — turn to look at the group, ask if anyone needs their stirrups adjusted, and make sure all horses stay on the trail and behave

***This is Where You Make the Experience***

The trail is where most of the magic happens. Be friendly. Ask questions. Find common ground. Read whether they want conversation or quiet — both are fine. Don't force chatter.

- Stories about the ranch — four generations of family, what's been built here
- The horses — names, personalities, where they came from
- The cattle — Highland and Shorthorn, why we picked those breeds
- Upcoming events, lessons, summer camps, dinner dates, the treehouse and wagon

Keep coaching them on the controls as needed. Always encouraging, never frustrated.

## Coming Back In

***At the Hitching Post***

- Tie your own horse on the far right side of the post
- Have guests ride toward the left side of your horse, toward the posts — this keeps horses from drifting back toward the pens
- Get off your horse quickly and tie him
- Help each guest off, one at a time
- Keep the reins around the saddle horn and hold the lead rope. Dismount riders a safe distance from the hitching post or other horses

Dismount script: “Keep your left foot in the stirrup and your left hand on the saddle horn, then swing your right leg back behind you.”

Stand next to them. Be ready to brace and catch if they lose balance. Help them find their footing on the ground.

***Wrap-Up***

- Ask if they want any other photos before they leave
- Walk them back toward the lodge or their car — don't just send them off

### After the Ride: The Follow-Up

This part is where most ranches drop the ball. We don't. Send these things immediately — text or AirDrop is best, while they're still in the moment:

- The photos you took on the trail
- The Diamond Springs Ranch Facebook group invite
- A Google review link

Quick, warm, no hard sell. The photos do the work.

## End of Day Shutdown

After the last ride, the ranch gets put back together. Don't leave anything for tomorrow that needs to happen today.

- Untack every horse
- Put all tack back in its labeled place
- Water and feed every horse
- Turn horses out to their correct pen or pasture
- Close every gate. Walk the line and confirm

***Give the Lodge Some Love***

- Throw away trash
- Clean the white tables with Lysol spray cleaner
- Sweep up the dirt that customers tracked in
- Clean up the counters in the kitchen
- Put away all personal items
- Turn off the lights
- Lock up the Lodge if you're the last one out

Walk the property one more time before you leave. If something feels off, fix it if you can and  tell Logan.

# Safety: The First Priority

## Non-Negotiables

- No one rides alone
- Never put yourself or a guest in a compromising position to save time
- No one enters the gated area without a signed waiver. Everyone signs — including family members along for the day
- Never load a guest while horses are tied or while horses are close to each other
- Helmets: we don't provide them, but guests are welcome to bring their own
- If you don't feel safe — with a horse, a guest, or the weather — tell one of the ranch owners. They'll come up with a solution
- Take the time to make sure all gates are locked or closed before trail rides; if a horse were to get spooked and run away, it would run toward the others, and closed gates keep them in the pasture

## First Aid

First Aid Kits are in the tack room and in the staff area of the Lodge

## Guest Eligibility

Use these as your defaults. If a situation feels like an exception, check with Logan before you make the call.

- Age 8 and up ride on their own horse
- Age 7 and under ride double with a parent or guardian
- Weight limit: 250 lbs. If a guest is close, check with Logan
- Visibly impaired guests (alcohol, etc.) do not ride. Refund or reschedule, kindly
- Pregnant guests ride at their own discretion after being informed of the risks; the waiver covers this, but mention it directly, a doctor's note is even better.

## Weather & Heat

- Light rain: rides go on. Bring rain gear out and offer it
- Heavy rain, lightning visible, or thunder within striking distance: pause or cancel. Lightning is non-negotiable — get off and get inside
- High wind (sustained ~25+ mph) or wind advisories: lead checks with Logan before rides begin
- Heat 95°F or above: rides go on, but horses only walk — no trotting or loping. Keep horses in shade as much as possible, water them well, and watch for guest heat distress too
- **Above 95°F, horses are not fed grain (see Feeding Routine) — grain in the heat raises colic risk**

## If Something Goes Wrong on the Trail

- Stop the line. Call to the group calmly — don't shout
- Get yourself to the affected horse and rider before you do anything else
- If a guest comes off, do not move them if they don't want to move. Call 911 first if there's any sign of head, neck, or back injury
- Call Logan second

- Never carry on a ride after an incident until Logan has been told
- Document what happened on an incident report the same day, while it's fresh. Follow incident protocol

## Concussion Protocol

If a head injury or concussion is suspected in a guest or a staff member, refer to the US Equestrian Concussion Recognition handout. If a concussion is suspected or confirmed in a staff member, that staff member must have a medical clearance letter from their healthcare provider before riding again at the ranch.

**NOTE: All horse training and animal handling at Diamond Springs Ranch follows our methods — not personal methods you've used elsewhere. If you disagree with how we do something, bring it up with us privately. Don't run a different system in front of guests or with our animals.**

# Horse Care: Catching, Tacking & Tying

## Bringing Up and Feeding

- Bring all horses up and put them in a holding pen
- Catch the horses needed for the day's rides, halter them, and walk them to the buckets — one horse per bucket
- Tie each horse at the hitching post

## Tying

- Default tie is a quick-release knot around the hitching post — the safe, standard way to tie a calm horse.
- Spacing: tie horses 3–4 feet apart at the rack. We can safely fit 8 horses on both hitching posts combined
- Pairs that bite or pin ears at each other in the pasture do not get tied next to each other. If you notice this happening, mention it so we can update the tying chart
- When tying tacked horses, detach one rein from the bridle and secure it on the saddle horn. If a horse were to pull back, we don't want it to step on the reins and injure its mouth

## Tacking Up

- Fly spray each horse. If spraying the face or ears, put the fly spray on a towel, brush, or hand first to avoid getting it in the horse's eyes
- Brush — no shortcuts. A dirty back under a saddle pad will sore a horse fast
- Saddle each horse with the saddle pad, saddle, and bridle labeled for that horse. Refrain from swapping tack between horses unless approved by a ranch owner
- If certain girths, back cinches, or breast collars are attached to a saddle for a specific horse, do not remove them before riding — that equipment is attached for a reason
- Wait to put the bridle on until the horse is done eating
- Tighten the cinch snug. Walk the horse a few steps. Tighten again 3–5 minutes later. Tighten one more time before the guest mounts
- We try not to let horses eat with bridles on. Sometimes they'll try to eat from the ground or during trail rides — discourage this to avoid broken tack or bad habits
- Put all tack away where you found it, neatly, so the next person can find it easily

## Tack Inspection (Every Horse, Every Day)

- Check leather for cracks, dry rot, or splits — especially at stress points like billets, cinches, latigos, and reins

- Check screws, rivets, buckles, and clips. Anything loose comes out of rotation until it's fixed
- Check the saddle fit — no rub spots, even pad coverage
- Check the bridle fit — bit sits at the corners of the mouth without wrinkling, throatlatch snug but not tight
- If something's not right, swap it out. Don't ride a horse in compromised tack to save 5 minutes

## Saddling in Detail

- Make sure the saddle pad is even on the back and up on the wither; the worn-leather indent should sit about half an inch behind the horse's armpit
- Place the saddle on the pad, leaving about 1 to 1.5 inches of pad showing in front of the saddle. Center the saddle on the pad
- Pull the pad up into the gullet (free space under the horn) to provide wither relief
- Release the girth and make sure the D-rings sit in the middle of the horse's chest, right behind the front legs
- Release the latigo and begin to cinch the saddle onto the horse. It should end up snug, with two fingers fitting comfortably between the horse and the girth
- Secure the saddle with a Texas T knot: run the latigo through the top D-ring, run it across the cinched latigo to the right, then pull the excess up through the top D-ring and secure it snugly in the loop you created — almost identical to tying a man's tie
- Recheck the tightness of every saddle before putting a guest on the horse. If it has loosened since saddling, retighten so it won't shift or slide during mounting
- Some horses puff out (suck air into their stomach) when saddling and may need to sit or walk around to de-puff before you do the final tighten

## Bridling in Detail

- Bridling should never be a fight. Keep the process slow, calm, and gentle for the safety of you and the horse
- Keep fingers to the side of the teeth — don't place fingers where you can be bitten
- Find the bit seat (the gap where the horse has no teeth) by pressing gently along the gum line — this helps a stubborn horse open its mouth
- Gently guide the bit in over the tongue and pull the earpiece(s) over the ear(s)
- If there's a throatlatch, secure it with 2 fingers' worth of room between the strap and the horse's throat. Any tighter can restrict the airway
- Check fit every time: there should be 1–2 wrinkles at the corner of the mouth so the bit doesn't bounce, and 1–2 fingers of space between the jaw strap and the horse's jaw — tight enough not to slip off in an emergency, loose enough to stay comfortable

## Feeding Routine

**NOTE: If it feels like the temperature is close to or over 95°F, horses will not be fed grain — they can colic if given grain in the heat.**

***Holly***

- ½ scoop of pellets with 1 scoop of alfalfa pellets. Add water until the grain is floating; let the pellets soak for 30 minutes before feeding
- If used for trail rides, add 2 scoops of Bute to the pellets and soak in water. Ideally give Bute 1–2 hours before the first trail ride. After giving Bute, log the date, time, and amount given in the binder
- Make sure Holly has plenty of water or access to water after Bute, to lower the risk of dehydration and colic

***Junebug***

- ½ scoop of pellets

***Cowboy***

- ½ scoop of pellets

***Tacocat***

- ½ scoop of pellets

***Ringo***

- ¼ scoop of pellets

***Onyx***

- ½ scoop of pellets

***Whiskey***

- 1 scoop of pellets

- Cut net wrap off hay bales before they go into a pen with horses; horses will eat net wrap or twine and cause colic

# Horse Health: Wounds, Colic & Choke

## Wound Protocol

Before treating any wound, call Logan or take a picture and text it to him. That helps determine whether it needs a vet visit or is a self-treat situation. Most wounds are self-treat — but if you can see tendon or bone, call Logan immediately.

Wound care items are in the saddlebag that is on one of the trail horses.

***Blood / Pus***

- If blood or pus is visible on or around the wound, put gloves on first
- Clean the wound immediately with cold water and Dawn dish soap, or with iodine-soaked gauze pads
- Active flowing blood — apply gauze and vet-wrap/pre-wrap to stop the bleeding
- Pus or an older cut — apply a topical cream approved by Logan. The wound may or may not be covered; if uncovered, fly spray around the wound and apply topical cream or spray. If covered, re-cover after treatment
- Move the horse to a smaller or bigger pen depending on the wound and whether it's new or old

Most wounds are self-treated and don't affect the horse much, but some can be severe or turn into infections if not cleaned and treated. It's always okay to ask before doing anything if you're uncertain about wound care. This section is mainly for an actively bleeding horse or one with pus from a previously known wound.

## Colic

Colic is a broad medical term for abdominal (belly) pain, most often related to problems in the digestive tract. Horses can't burp like humans, so when they have an upset stomach, they act colicky.

***Common Signs of Colic***

- Looking or biting at the flank (belly)
- Pawing at the ground
- Lying down or rolling
- Sweating
- Curling the upper lip

Most of these signs are normal horse behavior on their own — colic is when the horse is acting them out in pain, not just rolling once and getting up, but constant rolling or struggling to get up. Colic can be mild or life-threatening. Stress from traveling, working, or heat raises the risk. The best way to tell is to observe the horse for 30 minutes to an hour to see if it passes manure, eats, or drinks water — with colic, it often won't pass manure.

***If You Think a Horse Has Colic***

- Call Logan immediately — this is life-threatening
- Do not let the horse eat, drink, or lie down
- Walk the horse around until someone is available to assist or a vet arrives
- Observe behavior and note anything abnormal with timestamps

## Choke

In horses, choke is an obstruction of the esophagus. The windpipe isn’t blocked, so the horse can still breathe, but something is lodged in its throat.

***Signs of Choke***

- Green or clear frothy discharge of saliva and food from the nostrils or mouth
- Excessive drooling and trouble swallowing
- Coughing, retching, or gagging noises
- Stretching and lowering the head and neck
- Showing distress or anxious behavior

***Causes / Risks***

- Eating dry, coarse feed quickly
- Older horses
- Eating too soon after sedation
- Eating whole apples or hedge apples without chewing

***Response***

- Remove all access to food and water immediately
- Don’t give food or water unless a vet suggests it — doing so can make the blockage worse
- Call Logan if you think a horse might have choked. Keep the horse calm and quiet
- Some blockages pass in 30 minutes to an hour; if not, call a vet for further instructions

## One Last Thing

This ranch is something our family has poured itself into building. People come here because the world feels too fast and they need something that feels real.

How you handle yourself with a guest, with a horse, with another staff member when no one's watching — that's the ranch. The brand isn't a logo. It's you.

**Thanks for being part of it.**

## General Ranch Rules & Professionalism

- If you find garbage in the pasture, pick it up — horses are like toddlers, if they see it, they'll try to eat it
- The treats for the fluffy cows are highly toxic to the horses. Never feed treats outside of the Highland corral area, and always lock the gate to the corral area
- All tips from a ride are divided evenly among all staff members on that ride
- If a horse is new or in training, don't assume it's safe to ride on the trails — Logan or Jessica must confirm a horse is safe before it goes on the trail
- If you want to take horses on the trail during downtime (not during inclement weather), the best horses to take are Ringo, Junebug, and Taco
- When talking about equine equipment, use the proper terms for the piece of tack — it's more professional and appropriate with clients
- If you break something due to a mistake, no one will be mad — take responsibility and handle it maturely
- When talking about ranch help/wranglers, past or present, stay professional and keep a positive attitude. We're all a team here to lift each other up, not speak negatively about each other. If you have a work-related issue with anyone at the ranch, talk to Logan directly rather than gossiping about it
- All work — side projects, horse-related tasks, or trail work — should be distributed equally. If there's a to-do list and you have downtime, take the initiative to knock tasks off the list
- On muddy or wet days, leave boots outside and roll up your jeans if possible. We want to keep the lodge clean — if you make a mess in the lodge, clean up after yourself
- Children must be supervised. Staff may not supervise children while working.
- Only ranch-approved vehicles may operate beyond designated parking areas.

_____ I agree to keep confidential any proprietary or sensitive information related to Diamond Springs Ranch's business.

_____ I will comply with all policies, safety rules, and conduct expectations.

_____ I understand that by being a part of the team I am in a position of confidence and trust with respect to the identity of professional staff; the nature, extent and identity of past and present clients; related client data; the projects in process; private security codes; the personnel or other consultants and any information that may become known to me during my time at the ranch.

_____ I agree that all the aforementioned information is proprietary and confidential information belonging to Diamond Springs Ranch LLC and/or to their clients. At all times, both during and after my time at the ranch, I will keep in confidence and trust all such information.

_____ I understand that all of Diamond Springs Ranch's tack, hardware, software and other materials of whatever form or nature, whether prepared by me or otherwise, are and shall remain the exclusive property of Diamond Springs Ranch and shall not be removed from the premises without prior written consent.

_____ I acknowledge that I will become aware of the ranch's trade secrets and confidential information and I will use all such information only to accomplish the work and for no other purpose.

_____ I shall in no manner reveal or disseminate such information to any third party.

_____ I understand that such trade secrets and confidential information shall include all past, present and future plans, provisions, designs, forms, formats, procedures, methods, security codes, passwords, and other information relating to the ranch's task, technical data, products, patents, copyrights, research, and development programs, financial, legal, and marketing data and other technical business information.

_____ I acknowledge and agree that the names and addresses of customers constitutes trade secrets of Diamond Springs Ranch, and that the sale of unauthorized use or disclosure of any trade secrets obtained by me during my time at the ranch, constitutes unfair competition.

_____ I promise and agree not to engage in any unfair competition with Diamond Springs Ranch. For a period of one year immediately following my time at the ranch, I shall not directly or indirectly make known to any person, firm, or corporation the names or addresses of any of the customers of Diamond Springs Ranch, or any other information pertaining to them, or call on, solicit, take away, or attempt to call on, solicit, or take away any customers, on whom I called or with whom I became acquainted with at the ranch, either for myself or for any other person, firm, or corporation.

I have read this staff manual and I agree with all of the above and below statements.

_____ _____

Signature Date

_____

Printed Name

# Highland Corral Experience

## Experience Standards

Every staff member is expected to maintain a calm, welcoming atmosphere. Guests may have little or no livestock experience. Never rush guests or animals. Speak confidently, supervise interactions at all times, and ensure every guest feels safe, included, and valued.

## Daily Opening Procedures

- Arrive at least 45 minutes before the first scheduled experience
- Walk the entire corral and guest area
- Inspect gates, fencing, water tanks, feed stations, mineral tubs, pathways, signage, manure levels, brush stations, hand sanitizer, and first aid supplies
- Correct deficiencies before guests arrive

## Animal Health Inspection

- Inspect each Highland individually
- Check for cuts, swelling, limping, abnormal behavior, eye or nasal discharge, appetite changes, loose horns, hoof issues, or signs of illness
- Report concerns immediately and remove an animal from guest interactions if necessary

## Preparing the Animals

- Brush each animal as needed, remove excess mud, refill water, prepare approved feed, and inspect halters if used
- Ensure the cattle are calm before the experience begins
- Verify that all equipment is clean and in its designated location
- Remove manure from guest areas

## Guest Arrival

- Wave at arriving vehicles, greet guests promptly, introduce yourself, and verify reservations
- Explain what the experience includes and answer initial questions
- Escort guests to the corral — never point in a direction, personally lead them

## Safety Briefing

Before entering the corral, explain the rules:

- Walk slowly, no running, no yelling
- Supervise children closely, never climb fences
- Feed only approved treats when instructed
- Respect the animals' space and immediately follow staff directions

## Leading the Experience

- Introduce each animal by name and personality

- Explain the Highland breed — why they were selected for Diamond Springs Ranch and what makes them unique
- Guide brushing, feeding, petting, and photo opportunities while monitoring guest and animal comfort

## Guest Activities

- Assist guests with brushing, feeding approved treats, petting cattle, taking family photos, asking questions, and learning about ranch life
- Ensure every guest has an opportunity to interact with the animals

## Handling Difficult Situations

- If an animal becomes uncomfortable, calmly separate it from the group
- If a guest becomes frightened, provide reassurance and adjust the experience
- Address open gates, loose animals, medical concerns, weather changes, or equipment failures immediately and notify management when appropriate

## Ending the Experience

- Answer final questions, offer additional photos, and thank guests for visiting
- Escort them toward the lodge or parking area
- Naturally mention other Diamond Springs experiences — trail rides, lodging, dinner dates, treehouse, wagon or seasonal events — when appropriate

## Animal Care After Guests Leave

- Refill water, provide feed as scheduled, and inspect each animal
- Clean brushes and equipment, remove manure from guest areas
- Organize supplies and prepare the corral for the next group

## End-of-Day Closing Procedures

- Walk the property, verify every gate is secure, and store feed properly
- Clean guest areas, empty trash, inspect fencing, turn off lights if applicable
- Record maintenance issues and leave the experience ready for the next operating day

# Dinner Dates

## Timeline & Set Up

Guests may eat before or after the sunset ride; time of year affects the flow of the evening as sunset changes with the season. Table setting: tablecloth, plates, napkin, wrapped silverware, drinking glasses for water, and a centerpiece. One staff member (at least 21, so they can serve alcohol) stays and cares for the dinner date guests as needed. Dinner Date may be inside or outside depending on weather.

## Food Required

- 12 oz ribeye choice cut steak x2
- Potatoes x2
- Cheesecake squares from Sam's
- Veggie medley from Sam's

## Preparations

- 3 Hours before: Remove steak from the freezer. Place in water to thaw
- 1 Hour before: Set table. In a 3-compartment tray (dinner date cabinet) or in plastic serving cups, put two servings each of butter, sour cream, and shredded cheese for baked potato toppings. Put the tray back in the fridge
- 30 minutes before: Take the cheesecake out of the freezer — 2 of each flavor
- 15 minutes before: Fill the pitcher with water and ice
- 10 minutes before: Heat flat top to medium-high heat

## Once Guests Arrive

- Greet guests and seat them. Ask if they want anything besides water (alcohol is an additional charge)
- Ask guests how they want their steaks cooked
- Wash hands and put on gloves before handling food. Gloves are in the paper products cabinet
- Take veggies out of the freezer and season in a bowl: oil, soy sauce, garlic powder, salt & pepper. Stir, then add more oil and garlic powder
- Remove steaks from the package, place on a sheet pan, and season with Lawry's Seasoned Salt on both sides. Rinse out the bags before putting them in the trash
- Change gloves and wash hands after handling meat
- Grill veggies on one side of the flattop, turning every 2–3 minutes, for 10–12 minutes, until carrots are soft. Remove from heat, place in a bowl, cover, and leave in the kitchen
- Wash and dry potatoes, wrap each in a paper towel, and place in the potato sleeve. Microwave for 6 minutes, then wrap in tin foil and place on the grill to keep warm
- Cook steaks to the guest's preferred temperature using a meat thermometer
- Wash the sheet pan

## How to Cook Steaks

- Put two tablespoons of butter on the grill. Place seasoned steaks on top. Flip after 1–2 minutes depending on guest preference. Repeat, flipping again if not yet at desired temperature. Remove once it reaches the guest's desired temperature
- Using the washed sheet pan, bring the steak back to the kitchen and plate the food: steak, baked potato (wrapped), and veggies
- Serve with the tray of potato toppings
- Ask guests if the steaks are cooked correctly — put back on the grill if necessary
- Check on guests every 5–10 minutes and refill water/drinks
- Once the meal is finished, serve cheesecake in the 3-compartment trays (2 of each flavor)
- Remind guests to fill out the waiver and let them know when the trail ride starts — the ride should leave 30–45 minutes before sunset

## During Trail Ride / Cleanup

- Let guests know that campfire s'mores will follow right after the trail ride
- Take guests and introduce them to the trail lead
- After guests leave on the trail ride, clear the table and clean up from the dinner date
- Wash all dishes, scrape food into trash, and put linens in the laundry hamper to the left of the sink
- Prep the fire in the fire pit and have it ready for when guests return
- Get 2 skewers (left of the bar-side back door)
- In a 3-compartment tray, set out s'mores items for guests' return: 4 marshmallows, 4 graham crackers, 1 Hershey bar

## After Trail Ride

- Show guests to the fire pit and bring out the s'mores tray
- Check in with guests every 10 or so minutes
- Text them any pictures you took and send a link to leave a review

# Rusty Saddle Events

## Bar Set Up

- Get ice from the kitchen ice machine to fill the ice well
- Mix frozen pineapple juice & orange juice concentrate in pitchers
- Fill pour bottles with pineapple, orange & cranberry juice (pour bottles are in a grey bus tub in the kitchen)
- Put pineapple, orange, cranberry, tomato, lemon & lime juice in the ice well holders (some will have to sit in the ice)
- Cut lemons, limes & oranges and put in the Pendleton fruit holder (on top of ice machine in kitchen)
- Confirm we have plenty of DSR logo'd cups and 9 oz cups — in the rustic wooden cabinet by the kitchen door
- Extra logo'd cups, paper products, condiment packets, and other items are in the storage containers outside the back door & to the left
- Fill the ice and water in the glass drink dispenser. Put it on a black mat at the end of the bar with 9 oz cups
- Fill the red sanitary bucket with a Steritab & hot water — use it for cleaning spills and wiping down the bar at the end of the night
- Turn on the lights in the small fridges behind the bar
- Check the beer supply in the small fridges behind the bar. Refill the bar fridge by the kitchen door from the cases of beer just inside the kitchen door — restock the bar fridge so we never get caught with warm beer
- Check the soda supply in the racks under the plastic cups and refill as needed
- Take the bottle covers off the liquor bottles in the well and put them in the plaid basket under the end of the bar
- Take the black stoppers off the bottles and put them in the clear plastic cup in the plaid basket
- Put mats on the bar
- When you open something (liquor, juice, cups, cherries, etc.) and only 1 remains, write it on the reorder list on the kitchen fridge
- Confirm the tables & chairs in the bar area are clean; clean them if necessary

## Food

- Wear plastic gloves when handling other people's food — gloves are in the kitchen cabinet with the paper products
- Red & white checkered serving trays, plates, napkins, and salsa cups are in the cabinet marked "paper products"

## Ranch Burger

- Thaw the ranch burgers the night before an event. Ask the guest how they want it cooked and if they want cheese (cheese is in the crisper drawer in the kitchen fridge)
- Put the burger on a tray and season with Lawry's before putting it on the grill

- Serve on the oval-shaped bigger Chinet plate with a Tailgater bigger bun. On the plate: pickle spear, white napkin, 2 ketchup packets, 1 mustard packet. When serving, let the guest choose their chips from the basket

### Hamburger

- Ask the guest if they want cheese. The ¼ pound burgers can go on the grill frozen — they are already seasoned
- Get a red & white checkered serving tray and put in a white napkin, a ketchup packet, and a mustard packet. When cooked, put the burger on a bun and wrap in foil squares. Place the wrapped burger on top of the napkin & condiments in the tray

### Hot Dog

- Served similarly to hamburgers. The dogs can go on the grill frozen
- Get a red & white checkered serving tray and put in a white napkin, a ketchup packet, and a mustard packet. When cooked, put the hot dog in a bun and wrap in foil squares. Place on top of the napkin & condiments in the tray

### Chips & Salsa

- Put salsa in the plastic cup and fill it up as much as possible. Put the salsa cup on a red & white checkered serving tray and fill chips around it

### At the End of the Night

- Put the black stoppers & bottle covers back on all the liquor bottles in the well
- Take the used mats off the bar, wash in a sink of soapy hot water, rinse with hot water, and lay out on a clean counter to air dry
- Put all the dirty bar utensils, shakers & measurers in the dishwasher
- Wipe down the tables & chairs in the bar area
- Turn off the lights in the small fridges

### Event Set Up

- Most event items are in the storage containers out the back door of the lodge & to the left
- Tablecloths are in plastic hampers in the kitchen
- Tables & chairs are in the 2nd storage container

## Questions? Need Help?

- **Logan — 316-303-6195**
- **Susan — 316-209-5498**
- **Byron — 316-214-7600**

## Drink Recipes

***Sophisticated Redneck***

- 1½ oz Bulleit bourbon, 1 oz lemon juice, ½ oz simple syrup, ½ oz wine
- Combine bourbon, lemon juice, and syrup in a shaker with ice. Shake for 20 seconds. Strain. Pour wine to float on top

***TacoCat***

- 1½ oz Jose Cuervo Gold, 3 shakes of hot sauce, top with Mountain Dew, squeeze of lime, garnish with sliced jalapeños
- Muddle jalapeños to add flavor

***Cowboy Punch***

- 1 oz Malibu, 1 oz Captain, 3 oz pineapple juice, 4 shakes of bitters, ½ oz grenadine, garnish with a cherry and a lime wedge
- Combine rum, juice, and bitters in a shaker with ice. Shake. Strain. Pour grenadine down the side so it sits at the bottom of the glass

***Mule Tail***

- ½ oz ginger liqueur, 1 oz Platinum 7X vodka, ½ oz lime juice, 2 dashes of bitters, top with ginger ale

***Buck Snort***

- ½ can of beer, 2 oz Zing Zang, 2 dashes of Worcestershire, 2 dashes of hot sauce, squeeze of lime, top with the rest of the beer

***Old Cowboy***

- 1½ oz Knob Creek, ½ oz water, ½ oz simple syrup, 2 dashes bitters, garnish with a cherry and an orange wedge

***Bonfire***

- 1 oz Fireball, 1 oz Jack Daniels, ½ oz lime juice, 2 dashes of bitters, top with Mountain Dew, garnish with lime wedge

***Toadwaller***

***Buckaroo***

## Treehouse Reminders

- Snacks & note for next guests
- Sanitize all high-touch surfaces

Loft

- Extra blanket on trunk, throw blanket on couch
- Check balcony

Bathroom

- Refill body wash, shampoo, conditioner, toilet paper
- Clean corner behind towel shelf

Kitchen

- Top of fridge, inside of microwave, coffee pot
- Refill coffee, filters, sugar, creamer, tea
- Check fridge, dispose of leftover food, restock with 4 water bottles

Main Room

- Grey flat sheet, blanket, pillows in antique trunk
- Check/clean sliding glass door and windows on front door

Outside

- Check deck for trash, dirt
- Check grill & cabinet with grill tools
- Check dumpster at bottom of stairs

Extras

- Extras of everything are in the storage room by the wagon
- Blankets/comforters are in the black & yellow box under the treehouse

## Wagon Reminders

- Dust railings, bunk bed rails & wood trim with green Libman duster (paper towels leave fuzz)
- Extra blanket in the nightstand closest to the bathroom
- Extra blankets/comforters are in the under-bed storage box or the black & yellow stage box under the wagon deck
- Sanitize high-touch surfaces, a/c remote
- Charge the lanterns & put the red cords back in the storage room

Bathroom

- Refill body wash, shampoo, conditioner, extra rolls of toilet paper
- Check & clean mirrors on door & on the wall

Main Room

- Check microwave, fridge, Keurig
- Check & clean glass window on front door & in bathroom

Outside

- Remove trash & dirt from the deck
- Empty the trash can on the deck - it often has food in it
- Wipe the grease off the Blackstone & check cabinet for grill tools
- Check dumpster at bottom of stairs
- Set up the chairs around the fire pit

DIAMOND SPRINGS RANCH

# Kansas Equine Activity Liability Act

Under Kansas law, equine professionals and activity sponsors are not liable for injuries incurred by a participant that result from the inherent risks associated with equine activities unless the equine professional or activity sponsor i) provided the participant with faulty equipment or tack and such equipment or tack was faulty to the extent that it resulted in injury to the participant, ii) provided the horse to the participant without making reasonable efforts to determine the participant's ability to engage safely in equine activities and to manage the particular horse based on the participant's representations of their ability to engage in equine activities, iii) owns, leases, rents, or is otherwise in possession or control of the land or facilities upon which the injury occurred and the equine professional knew of the dangerous latent condition which caused the participant's injury and did not warn the participant, iv) commits an act or omission that falls below the standard of care of a reasonable equine activity sponsor, professional or other person engaged in equine activities in the same locality, or v) willfully, wantonly, or intentionally disregarded the safety of the participant, which resulted in the participant's injury. Kan. Stat. Ann. § 60-4002; Kan. Stat. Ann. § 60-4003.
Further, Kansas law requires the equine professional to post and maintain clearly visible warning signs on or near the stables, corrals, or arenas where the equine professional or activity sponsor conducts the equine activities. The lettering of the warning signs should be in black and a minimum of one inch in height. Additionally, the warning signs and every written contract entered into by an equine professional or activity sponsor for professional services, instruction or rental of equipment or horses, should include the following statement:

**WARNING**

Under Kansas law, there is no liability for an injury to or the death of a participant in domestic animal activities resulting from the inherent risks of domestic animal activities, pursuant to K.S.A. 60-4001 through 60-4004. You are assuming the risk of participating in this domestic animal activity. Inherent risks of domestic animal activities include, but shall not be limited to:

The propensity of a domestic animal to behave in ways i.e., running, bucking, biting, kicking, shying, stumbling, rearing, falling or stepping on, that may result in an injury, harm or death to persons on or around them;

the unpredictability of a domestic animal's reaction to such things as sounds, sudden movement and unfamiliar objects, persons or other animals;

certain hazards such as surface and subsurface conditions;

collisions with other domestic animals or objects; and

the potential of a participant to act in a negligent manner that may contribute to injury to the participant or others, such as failing to maintain control over the domestic animal or not acting within such participant's ability.

_____ Initial

# Reminders

_____ Everyone that comes to the ranch must have a waiver signed

_____ The treats for the fluffy cows and any feed that is for cattle is HIGHLY TOXIC to horses. Never feed cattle outside of the Highland corral area, and always lock the gate to the corral area

_____ All tips from a ride are divided evenly among all staff members on that ride

_____ Logan must confirm a new horse is safe before it goes on the trail

_____ If you see something that is broken, let someone know so we can fix it

_____ Speak positively to guests and other staff members. If you have a work-related issue with anyone at the ranch, talk to Logan, Byron or Susan directly rather than gossiping about it

_____ Children must be supervised. Staff may not supervise children while working.

_____ Only ranch-approved vehicles may operate beyond the gravel parking area

_____ The people who are in front of you take priority over something or someone who is on your phone

_____ Do your best to keep people safe, keep animals healthy, and make sure every guest feels like they belong here

_____ In everything you do, be a good ambassador for the ranch

I have read this staff manual and agree to follow the guidelines herein.

_____ _____

Signature Date

*“Whatever you do, work at it with all your heart, as working for the Lord, not for human masters…”*

*Colossians 3:23*