

Double R Guest Ranch Employment Policies & Expectations

Working at the Ranch: What You Need to Know

Here's a snapshot of what it's like to work with us at Double R Guest Ranch. While this document isn't exhaustive and isn't a binding contract, it'll give you a good idea of what to expect from life at the ranch.

Core Responsibilities for All Staff:

- Our main priority? Ensuring our guests are comfortable, safe, and having an exceptional time. Their vacation memories are our "product."
- We all pitch in to maintain the safety of guests, staff, and animals—safety is always the top priority.
- Guest care comes first: feeding, helping, and sometimes dropping everything to meet changing needs (and then finishing what we started!).
- Help out with entertainment, especially in the evenings when and if asked.
- Assist with keeping the barn and common areas free from manure and clean.
- Maintenance is a never-ending task, and we all chip in to keep things running smoothly.
- And of course, endless jokes and stories are a must!

Staff Requirements:

- Show up for your contracted time with a professional and positive attitude.
 - o Unless there is an unanticipated medical or family emergency, give 24-notice if you will be delayed or unable to show up for your job duties.
 - o For an extended leave of absence, a minimum 2-week notice to the owner is expected in order to cover your contracted duties.
- Great communication is key. You need to be clear, patient, and comfortable with guests, children, other staff, and animals of all kinds—especially when expectations are high.
 - Address any grievances, concerns or questions you may have with the owner.
 - Attend staff meetings
 - Wranglers and the Assistant Manager must have valid First Aid and CPR certifications when hired (this is at the employee's expense)

Dress Code:

- Western is the only fashion here—cowboy boots, hats with stampede strings, blue-jean jackets, and western shirts are a must. When not in the saddle, women may wear modest skirts or dresses, preferably western style.
- No baseball caps allowed.
- Keep it neat—no patches on your jeans or shirts.

A smart phone with a clock and GPS function are necessary (wranglers should have a working knowledge of using their GPS application).

- Stampede strings are mandatory for anyone working with or riding horses.

Code of Conduct:

- Guests are our customers, not our friends. This means:
 - o No personal problems, complaints about management, or gossip.
 - o Avoid sensitive topics like religion or politics.
 - o Always keep things professional—no off-color jokes, arguments, or teasing.
 - o Never lose your temper or accept inappropriate invitations.
 - o Treat everyone with kindness and respect, always.
- Smile. Even when you're not feeling it—our guests expect it, and it helps create a positive atmosphere.
- Always call guests by name—personal connection is important.

Environmental Responsibility:

- We strive for minimal impact on the land and wildlife. This means:
 - o Leave no trace when in the forest or on neighboring lands.

- o Respect wildlife and cattle—no chasing or harassing animals.
- o Be mindful of the fact that there are rattlesnakes and other potentially dangerous wildlife and follow any related restrictions.
- o Treat our neighbors and their preferences with respect.

Substance Use & Behavior Expectations:

- Moderate alcohol use (for those of legal age) is fine when not on duty or responsible for others.
- Public intoxication and drinking while trail riding are strictly prohibited.
- Illegal drugs and tobacco products are never allowed.

Staff Policies:

- Sexual harassment will never be tolerated.
 - o Keep relationships professional with other staff members and guests
 - Animal neglect or abuse will not be tolerated. This includes:
 - o No striking or throwing stones at animals.
 - o No horses allowed unrestricted access to grain or hay.
 - o No chasing wildlife or cattle.
 - o Poaching is strictly forbidden.
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Behaviors That Could Lead to Termination:

- Violating staff policies, safety protocols and any of the expectations included in this document.

In general, the following outlines a typical day on our Ranch for our Guests:

- Breakfast at 8:30
- Morning trail ride between 9am-noon depending on guest preference
- Lunch at 12:30
- Afternoon trail ride 2pm-5pm depending on guest preference.
- Dinner at 6:30

Additional or substitute activities may include the following.

Staff are expected to participate and help with these activities and excursions when needed.

- Arena Games/Gymkhana and guest rodeo
- Riding or roping lessons
- Attending local rodeos
- Visiting historic Tombstone
- Visiting scenic Parker Canyon Lake (bring your bathing suit or fishing pole)
- Visiting/dining at Local Wineries
- Visiting Kartchner Caverns State Park ?

Final Notes:

- Double R Guest Ranch is an "at-will" employer, meaning we can terminate employment at any time, with or without cause.
 - o What has been outlined in these Employment Policies & Expectation documents provide guidelines for that decision
- New employees will be on a probationary period of 30-90 days to be determined when hired.

- Employees are paid bi-weekly and share gratuities equally, unless otherwise specified by the guest.
- There is no holiday pay or paid time off.
- Employees are responsible for their own medical costs. No health insurance is provided.
- Living arrangements and meals may be included for staff. These benefits would be part of their overall compensation package.
- Staff may receive stipends or additional benefits for going above and beyond their job duties.

We're all about creating a fun, hardworking, and respectful environment here at Double R Guest Ranch—if that sounds like a good fit, we'd love to hear from you!

Electronic Signature – Type Your Name here:

By typing your name, you certify that you have read, understand, and agree to the Employment Policies & Expectations in this document