



Welcome Pack



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“Welcome to The White Unicorn Project”

Glentworth Rd, Kexby, Lincs DN21 5DU

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About The White Unicorn Project

The White Unicorn Project is a 'not for profit' organisation based in Kexby near Gainsborough. We are a Community Interest Company (CIC) limited by guarantee, registered in England with Companies House and the CIC Regulator Number: 09761683.

We are licensed by West Lindsey District Council and are fully insured. We comply with all safeguarding legislation and operate safe recruitment practices. All staff and volunteers have enhanced DBS checks.



The White Unicorn Project CIC provides a unique experience to people of all ages by providing opportunities to interact with horses and nature in a safe and natural setting.

We are a unique resource in the area, as we combine a secluded rural setting for service users to explore nature safely, while learning life skills through natural horsemanship. All activities with the horses are carried out from the ground. We do not offer horse riding lessons.

Introduction

Come and meet the team at The White Unicorn Project CIC. We are ready to welcome you to our quiet spot, and take the time to be with you. We are excited about supporting you engage in learning through participating in activities with our carefully chosen horses.

We work with people from 5 years and there is no upper age limit. You don't need to know anything about horses to take part.

We facilitate safe tasks, such as grooming, leading, natural horsemanship and nature based activities. It is never solely about the tasks, but about the process of learning new things.

Before You Start

You will be given a registration form to fill in before you start. This is important to us as we can start to get to know you and have a record of your nearest contact.

You will also be given a consent form for photography. We would be grateful if you would give us permission to take photos of you/your child and use these in our printed and online publicity.

We will not include details or full names (which means first name and surname) of any person in an image/recording on our website, on video, or in printed publications.

We will not include personal e-mail or postal addresses, or telephone or fax numbers on images/recordings, in printed publications, on our website, or social media sites.

Confidentiality of information

Any information given by clients will be used for The Projects purposes only and dealt with in accordance with the Data Protection Act.

Insurance

All clients are covered by Public Liability Insurance.

Health and Safety

We have a duty of care to all clients and will take all reasonable steps to protect their health and safety at The White Unicorn Project.

Keeping Safe around the Horses

- Always wear a hard hat when working with the horses. If a person brings their own hat it should be up to latest safety standards.
- Ensure horses are not startled by approaching them slowly and calmly and talking with a soft voice.
- Have an awareness of external factors such as noise or windy weather conditions which might frighten or startle the horses.
- Always work on one side of the horses when doing group work. The horses then have the opportunity to move away from you if startled.
- No sitting, kneeling or lying next to the horses to ensure you can quickly get out of the way if necessary.
- Avoid walking or standing closely behind the horses.
- Use headcollars or halters to lead the horses.
- Ensure the lead rope is not wrapped around your hand and not trailing on the ground.
- Please do not feed the horses, this may lead to biting.

Spectators

- All spectators should keep a safe distance from the horses when clients are having sessions.
- When clients are working with the horses please keep noise and sudden movements to a minimum to prevent the horses being startled.
- Please do not run about.
- Children should not be left unsupervised.
- Please respect the privacy of other people at the project by only taking photographs of the person/people you are with.

The Field Code

- Close gates behind you
- Keep noise levels low
- Please take all rubbish home with you
- Treat all electric fencing as “live” unless known otherwise
- Do not enter a field with horses unless accompanied by a member of staff.

What to Bring/Wear

It is advisable to wear clothing suitable for outdoor work that you don't mind getting dirty, and which is appropriate for the time of year. In cold weather it is better to wear multiple thin layers rather than a few thick one's, so that you can easily remove some if you get hot. In hot weather sun cream and a bottle of water would be advisable.

Sturdy shoes, boots or wellies with good grip are also important to protect your feet and prevent slipping. Trainers and normal shoes are not suitable. It is also a good idea to bring a waterproof coat, regardless of the weather forecast or time of year. Unfortunately, we do not have the resources to provide boots and waterproofs.

Bad Weather

In bad/extreme weather or where the ground conditions pose a risk to the safety of clients and our horses, we may cancel sessions/activities.

If this is the case, The White Unicorn Project CIC will contact all clients affected as soon as possible.

If you are in any doubt, you should contact The White Unicorn Project CIC on 07584 432935.

Cancellations

The White Unicorn Project CIC requires a minimum of 24 hours' notice of cancellation of sessions and activities. Failure to provide notice will result in a charge of the full fee.

Please ensure you cancel any pre-booked lessons (whenever possible) at your earliest convenience so we can offer the available slot to others.

Dealing with problems and complaints

If you are experiencing problems or would like to make a complaint, please speak to a member of staff. We will listen carefully to your and act upon them appropriately. Clients are encouraged to raise any issue they have with a member of staff.

Feedback and Suggestions

We very much appreciate any feedback or suggestions you may have about The White Unicorn Project.

How to Find Us

We are situated on Glentworth Road in Kexby. DN21 5DU.

