

HORSE AND MULE STANDARDS (10-H&M)

Description - Horse and Mule standards include guided horse and mule rides, horse drawn carriages, and stagecoach rides. Guided rides vary in length from hours to days and may involve camping and meal services. Overnight meals are in accordance with Backcountry Food and Beverage standards (10-FBK).

In general, the following definitions apply to these terms throughout the standards:

Adequate:	As much as necessary for the intended duration of use
Appropriate:	Suitable to the level of service or as specified in the operating plan
Clean:	Free from dirt, marks, stains, or unwanted matter
Neat:	Arranged in an orderly, tidy manner
Operational:	In use or ready for use
Sufficient:	Enough for the number of persons
Well-maintained:	Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking
	Ride Office – Exterior	
1	Building Structure - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
2	Landscaping/Grounds - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan.	C
3	Parking - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B
4	Pathways, Sidewalks, Ramps, Steps, and Stairs - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.	A
5	Lighting/Illumination - Lighting is adequate and appropriate. Light fixtures are well-maintained and operational.	B
6	Public Signs - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B
7	Utilities - Service areas are neat and well-maintained. Utility lines are neat and protected from foot or vehicular traffic, and hidden from view as much as possible. Electrical panels are secured and unobstructed.	B
8	Trash/Recycling - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.	B

9	Flags - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	C
10	Vending Machines - Vending machines are well-maintained and operational. Machine displays relate to park themes or are generic in nature. Out of service machines have computer-generated signage directing visitors to the closest operational unit. Machines must accept \$1 coins and applicable notices are posted.	C
Public Areas – Interior		
11	Sign-In/Waiting Area - Ride office entrance and waiting area furnishings are clean and well-maintained. Literature racks are neat, stocked, well-maintained, and include park, safety, and concession information.	B
12	Windows, Doors, Walls, Ceilings, Floors, and Screens - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.	B
13	Public Restrooms - Restrooms are clean, ventilated, illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	B
14	Public Signage - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B
15	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
16	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
17	Drinking Fountains - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
Safety		
18	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
19	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
20	Smoke Detectors - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
21	Fire Alarms and Pull Boxes - Fire alarms and pull boxes are visible and accessible.	A
22	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B

Stables/Barns/Corrals		
23	Building Structures - Building exteriors are well-maintained and surfaces are treated to protect against deterioration. Wood treatments are non-toxic to livestock. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
24	Landscaping - Landscaping is non-toxic to livestock. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan.	B
25	Manure - Manure is appropriately collected, stored, and removed from the park in accordance with the park-approved schedule. Manure storage containers are adequate, well-maintained, and water- and wildlife-proof.	A
26	Fences - Fences are adequate, secure, and well-maintained. Gates are operational and well-maintained.	B
27	Riding Arena - Arena is organized and well-maintained. Footing is uniform, clear of tripping hazards, and well-maintained.	B
28	Water Buckets/Troughs - Water containers are clean and well-maintained. Troughs are moved to prevent excessive ground degradation.	B
29	Tack Rooms - Adequate tack is stored in an orderly and secure fashion.	B
30	Feed Rooms - Feed is labeled and neatly stored. Veterinary supplies are stored at required temperatures. Feed rooms are inspected for rodent intrusion.	B
31	Hay Storage - Hay is protected from the elements and certified free of noxious weeds.	B
32	Lighting - Lighting is adequate to safely manage stock activities. Fixed ceiling and portable lights are clean and operational with no burned-out bulbs.	B
33	Floors - Floors are free of clutter and tripping hazards. Floor cracks are filled to prevent seepage.	B
34	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
35	Smoke Detectors - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
EQUIPMENT STANDARDS		
Tack		
36	Condition - Tack is appropriate, operational, clean, and well-maintained.	B
37	Inspections - Equipment is inspected to ensure tack is 'ride ready.'	A
38	Identification - Tack is identified as belonging to the concessioner, and appropriately marked with the company name and logo.	C
39	Availability - Adequate equipment is available in an appropriate variety of sizes.	B
Stock		
40	Condition - Stock is healthy, clean, and well-maintained.	B

41	Inspections - Stock is inspected to ensure stock is 'ride ready.' Horseshoes are inspected after each trip.	A
42	Veterinary Examination - Stock is examined yearly by a licensed veterinarian. Stock is immunized in accordance with state and local regulations. Examinations and test results are documented. Sick animals are not ridden until the animal has been checked and cleared after 48 hours of no symptoms.	A
43	Availability - Adequate stock is available. State requirements for use of animals are not exceeded.	B
44	Suitability - Wranglers match stock to the experience of the rider. Stock is appropriate to the terrain and obstacles (such as water, hills, altitude, and climate).	A
Carriages		
45	Carriages - Carriages are appropriate, matched, clean, and well-maintained.	B
46	Wheels - Wheels, hubs, and braking systems are appropriate, operational, and well-maintained.	A
47	Assistance - Visitors are assisted in and out of carriages.	B
48	Charters - Private charters do not interfere with required tours and are approved by the park.	B
Animal Boarding		
49	Stables - Stalls are secure, clean, and well-maintained.	B
50	Equipment - Appropriate equipment (feeding, watering, etc.) is adequate, clean, and well-maintained.	B
51	Trailers - Trailer loading and parking areas are marked, adequate, and well-maintained.	B
52	Boarding Agreement - Boarding agreements include boarder and emergency vet names, contact information, and authorized riders. Boarding agreement includes stall number and location, stall dimensions, boarding services available, and stable rules and regulations. Park-approved boarding agreements, conforming to applicable legal requirements, are executed for each stall rental.	B
53	Health - Proof of immunization is provided prior to accepting board animals in accordance with state regulations.	A
54	Signage - Equine activity liability signs are posted in accordance with state regulations.	A
Safety		
55	First Aid Kit - Appropriate first aid kits are available, stocked, and marked.	A
56	Communication Equipment - Two-way radios, satellite telephones, or other communication devices are operational and well-maintained.	A
57	Riding Helmets - Adequate riding helmets in a variety of sizes are appropriate, well-maintained, and sanitized after use. Required use in accordance with state law is enforced.	A
58	Mounting Blocks - Mounting blocks are well-maintained and secure.	B
Shuttle Vehicles		

59	Condition - Shuttle vehicles are adequate, operational, clean, and well-maintained. Luggage and gear is secured. Horse trailers are adequate, appropriate, and well-maintained.	B
60	Registration, Licensing, and Insurance - Shuttle vehicles and operators are licensed and insured in accordance with federal and state laws and regulations.	A
61	Identification - The company name and logo are visible and appropriate documentation and permits are available.	C
62	Vehicle Capacity - DOT maximum passenger limits are not exceeded.	A
63	Safety Belts - Safety belts are appropriate, adequate, and well-maintained. Safety belt use is enforced.	A
OPERATIONAL STANDARDS		
Services		
64	Availability - Reservation services are available via telephone, mail, and fax during business hours; and internet 24/7.	B
65	Knowledge of Reservation Staff - Staff provide accurate information about rates, cancellation policies, departure and arrival times, amenities and services, local attractions, access, etc. Matching information is available on the concessioner's website.	B
66	Confirmation - Reservations calls include a confirmation number. E-mail is sent to confirm the reservation and provide park information.	B
67	Payment Methods - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.	B
68	Cancellations - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
69	Trip Cancellation - Trip cancellation policy includes notification and refund procedures, and is approved by the park.	A
70	Acknowledgement of Risk - Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	A
71	Lost and Found - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.	C
Visitor Safety		

72	<p><u>Visitor Safety Orientation</u> - Safety briefing includes:</p> <ul style="list-style-type: none"> • Nature and demands of trip • Movements while underway • How to get on and off / in and out • Proper use of reins and stirrups • Emergency procedures • Hydration • Sanitation • Park regulations (natural and cultural resources, trash, etc.) <p>Briefing content is approved by the park.</p>	A
Camping – Overnight Trips		
73	<p><u>Camping Equipment</u> - Overnight gear and equipment is appropriate, adequate, clean, and well-maintained. Overnight food and beverage is in accordance with Backcountry Food and Beverage standards.</p>	B
74	<p><u>Water Purification</u> - Water purifying kits are appropriate, adequate, and operational. Water storage is adequate for the duration of the trip and the number of passengers and staff.</p>	A
75	<p><u>Overnight Emergency Equipment</u> - Appropriate emergency medical equipment is adequate, well-maintained, and operational. Equipment may include back boards, neck restraints, splints, inflatable casts, etc., for medical stabilization and transport.</p>	A
Food and Beverage – Day Trips		
76	<p><u>Tableware/Drinkware</u> - Tableware and drinkware are disposable. Recyclable/ compostable/ bio-degradable materials are preferred. Styrofoam is not permitted.</p>	B
77	<p><u>Temperatures</u> - Food and beverages are maintained at appropriate temperatures, and are properly labeled and packaged.</p>	A
Environmental Protection		
78	<p><u>Noise</u> - Radios or similar entertainment devices are not allowed. Noise levels are kept to a minimum so as not to impair the experience of others or impact wildlife.</p>	B
79	<p><u>Grounds</u> - Grounds are monitored prior to leaving a site to ensure that no garbage or debris is left in the vicinity.</p>	A
80	<p><u>Garbage and Trash/Recycling</u> - Trash is maintained to not attract wildlife or vermin. Trash is collected after each meal service, contained in a water- and wildlife-proof container, and transported off-site. Recyclables are separated, and refuse is disposed of in accordance with public health, state, and local codes.</p>	A
81	<p><u>Sanitation</u> - Appropriate river toilet boxes (or equivalent) are water- and wildlife-proof, and well-maintained. Adequate toilet paper and hand washing or hand sanitizer are appropriate. Human waste disposal procedures are followed in accordance with park and public health requirements.</p>	A
82	<p><u>Smoking Policy</u> - No smoking is permitted on trails. A portable weather and windproof receptacle is provided at stops.</p>	A
Park Requirements		

83	Trail Etiquette - Park 'rules of the road' are observed when encountering pedestrians, cyclists, other riders, and horse-drawn vehicles.	A
84	Ratios and Spacing - Rider/wrangler ratios and group size limitations are met. Single file stock spacing requirements are observed; no straggling is allowed.	B
85	Weight/Age Limits - Weight and minimum age limits for riders in consideration of equine and rider health are enforced.	B
86	Restricted Areas and Protection of Natural and Cultural Resources - Access regulations to restricted areas are enforced. Natural and cultural resources or artifacts are not disturbed or removed.	A
87	Use Allocation - Use allocation requirements (carrying capacities) are adhered to.	A
88	Wildlife - Park regulations prohibiting the feeding or disturbing of wildlife are enforced. Passengers are briefed regarding how to avoid unwanted interactions. If required, staff report wildlife sightings to the park.	A
89	Trip Log and Reporting Requirements - Trip logs are appropriate, accurate, and well-maintained. Trip logs are provided to the park upon request, or submitted according to schedule.	B
	Interpretation	
90	Interpretive Services Content - Interpretive formats and content are approved by the park.	B
91	Interpretive Presentations - Presentations are appropriate, accurate, and organized. Guide staff have NPS required interpretive training and certifications.	B
92	Activities - Advertised activities are available. Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	C
	Personnel	
93	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
94	Employee Attitude - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	B
95	Employee Appearance - Employees wear visible apparel (hats, etc.) or name tags identifying them as concession staff. Apparel is approved by the park.	B
96	Employee Training Programs - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	A
	Rates	
97	Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.	A

Ranking Definitions

Major: First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Moderate: Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Minor: Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.