

Eccleston Equestrian Centre

Attendance Policy & Procedure



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<i>Next review due by:</i>	31/12/2026	

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Staff

Eccleston Equestrian Centre values the punctuality and attendance of our employees, as regular attendance ensures high-quality service for our clients and horses. As such, we have established the following attendance policy to ensure that all employees are aware of our expectations and to provide guidelines for managing absences and tardiness.

Employees are expected to arrive at the workplace on time, based on their schedule. If an employee is unable to come to the workplace, they must notify their supervisor no later than 1 hour before their scheduled start time. Lateness should also be reported to a supervisor at all times. Any unplanned absences or lateness will be recorded and may be grounds for disciplinary action, up to and including termination.

Planned absences, such as holidays or medical appointments, must be approved by a manager.

If an employee is off work due to illness for more than 7 days in a row they must provide EEC with a sick note as proof. On returning to work the employee will have a return to work meeting with a supervisor.

All lateness/absences/communication must be via phone call (01772 600093) or email karen@equestrian-northwest.co.uk only.

This attendance policy may be revised or updated at any time at the discretion of management. Management monitor attendance through the scheduled rota.

Absence

Defenition: Failure to report to work on time.

Excused absence-

- Scheduled PTO (Paid Time off)
- Obtained approval from their supervisor before start time

Unexcused absence occurs when the employee fails to:

- Report to the workplace at their scheduled start time
- Notified the supervisor within the specified time period

Unexcused absence with no communication from the employee will be classed as 'awol' or absent without leave. Employees who are absent without leave will be subject to disciplinary action or even employment termination.

Clients & Visitors

Clients who book tuition at the centre are monitored through the booking process.

All clients are to report to the office on arrival in order for office staff to confirm their attendance to the session. Anyone spectating are asked to stay in the gallery in line with our health and safety policy.

Visitors to the centre are to report to the office on arrival. When touring the facilities visitors are to be accompanied by a member of staff at all times.

Liveries

Livery clients who stable their own horse privately at EEC are able to attend and visit the centre within opening hours as and when they please. Attendance of livery owners is monitored through the livery diary. If liveries wish to visit the centre outside of opening hours, then approval must be gained from Proprietor (Karen Norris).

Liveries attend their own horse at their own risk and help from staff is always available.

Students *Changing Lives Through Horses (CLTH)*

Student attendance is monitored through a register, managed by CLTH coaches. The CLTH register is stored securely in a locked cabinet, accessible to CLTH management only.

EEC believes that regular attendance is key to enable learners to reach their full potential and become confident and comfortable in their learning space. Maintaining regular attendance for many of our learners may be more of a challenge due to a variety of individual needs they have.

EEC will work with partnering schools or families to the learners to identify any reasons for poor attendance and try to resolve any difficulties.

Progress, attendance and milestones are monitored through the CLTH tracker;

Each learner is to be given a learner ID in order to maintain the highest standard of GDPR.

Progress, attendance and milestones are recorded termly on the tracker.

Absence

In most cases absence is recorded and communicated through the partnering school.

When an individual student is absent, the office must be notified within an hour of the start time. If a learner is expected to be late, the office must be notified at all times.

If a learner is absent without any communication from school/families then EEC will notify the appropriate contacts after 30 minutes of start time.