Preparing for Your Visit & Farm Policies

We look forward to hosting you! Please review the following safety guidelines and farm policies carefully, and confirm that you have read and shared them with your group. These experiences are only possible with the full support and cooperation of our guests.

Visitors found violating neighborhood and farm policies automatically forfeit their passes.

Ethical Conduct & Community Standards

Howe Ranch is a proud member of the **National Miniature Cattle Farmers Group**, committed to the highest standards of animal welfare, integrity, and community ethics. **We maintain zero tolerance for criminal or exploitative conduct.** Our guests proudly support the **preservation of small farms** in their communities, **investing in the boutique, educational, and therapeutic experiences** we offer — not attempting to bypass them.

Unfortunately, in recent years — particularly during times of economic strain — incidents of individuals attempting to exploit or manipulate small farm operations have increased.

Farmers across the country are standing together against individuals who attempt to exploit or bypass registration processes, or access trained animals without proper booking and supervision, which is considered criminal behavior that compromises visitor and animal safety, staff well-being, and the farm's integrity.

EXAMPLES OF PROHIBITED BEHAVIOR:

- Purchasing "future date" passes and arriving the same day while claiming the website was "confusing." Our schedule and policies are published clearly, and same-day visits are never permitted or offered.
- Buying an Open Farm Day pass and "showing up" unannounced for a higher value Private Experience attempting to use that pass.
- Entering our private road or approaching pasture fences outside your reserved time slot is trespassing, as posted. The road and property are monitored by video surveillance around the clock. If trespassing is observed, vehicle and identifying information will be reported to law enforcement.
- Trespassing and *lying* to staff for example, claiming "We're here for the pumpkin patch" (we do not have public activities like a pumpkin patch), or "Google says you're open" (we have no listed business hours because visits are by appointment only). Some visitors even claim, "Google says you have a public petting zoo" (it does not—we maintain our Google profile and website ourselves).

We know our selectively bred designer micro mini-Highland cows are an undeniable attraction, but we are not public petting zoo, and our experiences are not free. There is a free petting zoo down the street at Dejongs Dairy Farm that is open seven days a week.

• Bringing unregistered guests, including small children, without passes purchased.

Our community's and farm's policies are published on <u>Google</u>, on our website (<u>TheHoweRanch.com</u>), in social media communication, and displayed on-site for everyone's safety. Guests exhibiting any of the behaviors above will be **permanently banned** from future visits and may be **reported to law enforcement**.

Arrival Guidelines - No Early Arrivals

- <u>EARLY ARRIVALS STRICTLY PROHIBITED</u>: Guests <u>must not</u> arrive before the event start time. Entry is <u>strictly prohibited before your scheduled time slot due to farm liability management guidelines</u>. Early arrivals disrupt operations, <u>compromise safety</u> while moving animals, and <u>will not be accommodated</u>. You will not miss anything by arriving after your scheduled time.
- <u>PRIVATE ROAD LAWS</u>: Stopping or staging on the private farm road is prohibited. Strict **15 MPH speed limit** on the monitored, unpaved street leading to Howe Ranch as posted— **speeding will result in loss of your pass(es).**

Animal Interactions & Safety

- <u>NO DOGS</u>: For the safety of our animals and guests, our farm **cannot accommodate dogs**. Most of our animals are prey species, their reactions would make the encounter unsafe for all, and we have trained livestock guardians to protect from unknown canines on site.
- **SAFETY**: Wear sunscreen, a hat, and closed-toed shoes. **Important**: Bring water for hydration.
- <u>SUPERVISED ONLY</u>: For your safety and the safety of our animals, <u>please do not approach any animals</u> until staff has reviewed safety guidelines with you and is present. Children must be supervised by your group at all time.

If you arrive and do not see a staff member immediately, **please call or text (424) 219-4212** and remain in the designated waiting area. We might be assisting other guests or preparing animals for your experience.

Transferable Only — No Refunds or Reschedules

The moment your experience is booked, resources are reserved and your time slot is blocked from other visitors. Booked experiences are *transferable to other guests in your network*, but **not refundable**, and *cannot be rescheduled*. Because our team is fully dedicated to caring for the animals and hosting scheduled guests, requests for exceptions cannot be accommodated and *will not receive a response*. If you transfer your experience, we must receive the guest's name prior to arrival.

If anything remains unclear, please review the FAQs and farm policies posted on our website before your visit.

If you still have questions or need assistance, please call or text (424) 219-4212. We will follow up with you within 24 hours.

Location and Contact Information: 22053 Highland St Wildomar, CA 92595