

UNITED PROFESSIONAL HORSEMEN'S ASSOCIATION

TRAINER CUSTOMER
COMMUNICATION

Better Programs...

**Better Horse
Shows...**

**Better Business
Relationships...**

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Avis S. Girdler
AMHA
AHHS
AHSA
Thank you!

UPHA

4059 Iron Works Pkwy, Suite 2
Lexington, KY 40511

United Professional Horsemen's Association

Based in Lexington, Kentucky, the United Professional Horsemen's Association is an association of Professional Horsemen and Horsewomen who have united to improve the horse show industry and define and clarify their professionalism within the industry. Since 1968, UPHA has expanded to 20 Regional Chapters that comprise the 48 contiguous states and Canada.





General Expectations

- Honesty and open mindedness
- Trust between client and trainer
- Trainer communicates this is their business
- Client communicates this is their hobby
- Client communicates expectations of trainer
- Trainer communicates expectations of client
- Educate client so they can be included in decision making

**_CLIENTS & TRAINERS JOIN
THE UPHA TO EDUCATE
YOURSELVES!**

Horse Purchase & Training

- Trainer explains role of trainer in choosing a horse/pony
- Trainer explains options between purchasing an open horse/pony or an amateur horse/pony
- Realistic expectations, sales contracts, purchase price, sale price, commissions and what is paid to whom and when for both seller and buyer
- Realistic expectations of what may or may not be accomplished with a young prospect, a known champion or an existing horse/pony with issues
- Realistic expectations for a range of purchase prices, on-going care and maintenance cost



Financial Expectations

- Trainer explains all expenses: training fees, boarding, farrier, vet supplies, etc.
- Discuss all show expenses: hauling, box seats, sponsorships, stall setup, etc.
- Tipping: grooms, staff at shows and or at home



Contact Us

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Visit us on the Web:
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