



## Terms and Conditions

In this document, the terms "we," "us," "our," and "The Company" refer to The Exotic Animal Encounter, a business operating under Licence Number LN/201300333, providing educational animal experiences, events, and related services. The terms "you," "your;" and "the Client" refer to the individual, group, or organization engaging our services.

### Home/Hall/Schools

When we visit peoples homes we require a large space with room on the floor for the animals and space for children to sit around us. In a church hall or centre, a table would be required and children can either sit on floor or chairs if provided. We may also require a fan/s if there is no air conditioning.

### Events

For large indoor events you will need to contact us for exact specifications, for outdoor events we will need:

- a clean, tidy and weatherproof shelter or gazebo **with sides** if longer than 1 day or expected bad weather at 6m x 3m (minimum). We can supply this equipment should you not be able to you, at the cost of £50 per day.
- for events over 3 hours long we will also need an electricity supply for our reptiles and animals' welfare - our top priority.
- our van must be with us at all times for events and we also need space for our trailer, next to our display - again for our animals' welfare.

Our animals are very well cared for and cleaned out on a daily basis, however all animals will carry their natural germs and bacteria. Due to this, children and adults will be advised to either use the hand wash or wash their hands after touching the animals. We do provide a makeshift wash basin with anti bacterial hand wash and hand gel.

### Parking

It is essential for us to have parking facilities for loading and unloading animals and equipment. Please be mindful of the amount of animals/equipment we will have so we may need a suitable trolley if parked too far from the parking area. For static displays we must have parking next to our area.

### Fun Days/Events

You are entitled to charge your guests to come into the area we operate in to recoup our fees, however people paying to do so, do not receive preferential/special treatment from us. We will not engage in "pay to hold animals" under any circumstances - if you do wish to charge people this will be done by yourselves and not us.

Every precaution is taken for the safety of our animals and customers, however we do not provide a supervisory service for children and there **must** be adult supervision provided by parents/carers or the party organiser at all times.

Any person wishing to participate in the handling of our animals must not be intoxicated or under the influence of any substance.

Due to the temperament and safety of our animals, we must not be placed near any inflatable objects such as bouncy castles, obstacle courses or balloons.

Management and staff have the right to refuse any participation in handling our animals if we feel that our animals feel distressed or threatened in any way.

### Payments

All private bookings must be paid for in advance or cash upon arrival. Regretfully we are not able to take cheques from private individuals.

### Cancellation of this Contract

Should you wish to cancel a booking contract, it must be as follows;

- a) More than 30 days from the event date - **No fee payable.**
- b) Between 22-30 days from the event date - **25% of the full fee.**
- c) Between 15-21 days from the event date - **50% of the full fee.**
- d) Between 8-14 days from the event date - **75% of the full fee.**
- e) Between 1-7 days from the event date - **Full fee will be payable.**

For educational establishments/groups, payment can be made via BACS within 7 days or cheque on the day. Late payment fees apply

#### Severe weather

If the weather is severe and we feel it will be detrimental to our animals health or wellbeing, we will remove them from display. In cases of *severe* weather we will be unable to attend if suitable conditions cannot be met.

**IF WE FEEL THAT OUR ANIMALS HEALTH OR WELLBEING IS EFFECTED BY ANYONE OR ANYTHING AT YOUR EVENT WE WILL LEAVE THE SITE AND FULL PAYMENT WILL BE DUE.**

Our animals welfare will *always* be our first priority.



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