

Oba Farms Mobile Petting Zoo - Terms and Conditions

Effective Date: January 1, 2023

1. Booking & Payment

- A non-refundable deposit of 50% of the total booking cost is required at the time of reservation to secure your event date.
- The remaining 50% balance must be paid in full no later than 14 days before the scheduled event.
- Accepted payment methods include:
 - Credit/Debit Card
 - Zelle
 - CashApp
 - AfterPay
 - Checks (must be mailed and cleared in full before the 14-day deadline; allow enough time for mail and bank processing).
- If the remaining balance is not received on time and in full, Oba Farms reserves the right to cancel the event without refund.

2. Refund, Rescheduling & Weather Policy

- All payments are non-refundable.
- If inclement weather (heavy rain, storms, extreme temperatures, etc.) prevents the event from occurring safely, a rain check valid for up to 18 months will be issued.
- If the client requests to reschedule after booking, a \$75 rescheduling fee will apply.
- Rescheduling is subject to availability.
- No refunds or rain checks will be provided for no-shows or last-minute cancellations not related to weather.

3. Petting Zoo Requirements

To ensure a successful and safe experience for both guests and animals:

- The setup area should be approximately 20' x 20', depending on the event size.

- Please notify us at booking if fresh water is not available on site, so we can bring our own.
- A shaded area is highly preferred. Client-provided canopies are welcomed but not required.
- Grassed surfaces are preferred. If unavailable, inform us at booking. You may provide your own hay or purchase it from us. We are not responsible for hay removal unless the clean-up add-on is purchased.
- Ensure the area has not been treated with fertilizers, weed killers, or pesticides within the last 2 weeks.
- We do not remove animal waste unless the optional clean-up package is purchased. Most waste is minimal and will naturally fertilize the soil.
- Our team will arrive prior to the event start time to set up pens and arrange water for the animals.

4. Animal Safety and Welfare

- Animals must be treated with care and respect. No chasing, poking, or rough handling is permitted.
- Guests may only feed animals food provided or approved by Oba Farms.
- Our staff reserves the right to remove animals or stop interactions if any safety or welfare concerns arise.
- No guests are allowed in pens or enclosures without staff supervision.

5. Client Responsibilities

- Provide a safe, flat, and accessible area for setup.
- Adult supervision is required for children under 12 around animals.
- Keep all pets, especially dogs, away from the animal area.
- Provide electrical access if required for lighting, fans, etc.

6. Liability Waiver

- Oba Farms is not responsible for injuries resulting from failure to follow staff instructions or unsafe conduct.
- The client agrees to indemnify and hold harmless Oba Farms and its staff from any liabilities arising from the event.
- The client is responsible for any damages to animals, fencing, or equipment caused by event attendees.

7. Travel & Accessibility

- Events outside our standard travel area may incur additional mileage or fuel charges.
- The client must ensure the event location is easily accessible.
- Access to set-up must be no more than 50 feet from the designated loading and unloading area.
- Failure to provide a suitable setup location may result in cancellation without refund.

8. Behavior Policy

- Oba Farms reserves the right to terminate the event early without refund if staff or animals are subject to unsafe, violent, intoxicated, or illegal behavior.

9. Photo & Media Release

- By attending or booking, the client grants permission for Oba Farms to take and use photos or video for promotional purposes unless a written opt-out is provided before the event.

10. Force Majeure

- Oba Farms is not responsible for cancellations or delays caused by circumstances outside our control, such as natural disasters, vehicle breakdowns, road closures, illness, or government regulations.

11. Acknowledgment of Terms

By booking and submitting payment, the client confirms they have read, understood, and agree to abide by these Terms and Conditions.

Contact Information

Oba Farms Mobile Petting Zoo

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Email: info@obafarms.net

Website: <https://events.obafarms.net>