

Terms and Conditions

- ❖ **All sales are final**

- ❖ **Reservations:** A non-refundable deposit of 50% is required with every booking. If you later need to cancel the event, the deposit may be applied to another date.

- ❖ **Payment:** Payment in full is required at least two weeks in advance of the event. If canceled after payment in full no refunds are due. Rescheduling the event is subject to a rescheduling fee of \$75

- ❖ **Weather:** If inclement weather prevents us from arriving at your event, we will reschedule.

- ❖ **Petting zoo requirements:**

- ✓ The size of the area we need depends on the size of your event.
- ✓ If we will not have access to fresh water on site, please let us know when making your booking so that we can bring water for the animals.
- ✓ It is also very helpful if there is a shaded area so that the animals are not in full sun. Canopies are welcomed but not required.
- ✓ We prefer to set up on a grassed area. If this will not be available, please let us know at the time of booking so that we can make suitable arrangements. If you do not have a grass surface, you can bring our buy from us hay to lay on the ground. We are not responsible for removal of hay unless the clean-up ad-on is purchased. Also please ensure that the area has not been treated with weed killers, fertilizers, or pesticides in the previous 2 weeks.
- ✓ We will not be responsible for the removal and disposal of any and all wastes created by the animals.
- ✓ We will arrive at your event prior to the scheduled time to allow us to
- ✓ set-up our pens and arrange water for the animals.

- ❖ **Behavior:**

- Make sure that the children speak quietly and move slowly when they are around the animals, as sudden movements and loud sounds may startle them.
- Please don't let anybody feed any of our animals unless we are with them. Too many treats make fat animals!
- Do not allow any rowdy games close to the animal pen areas or children with balls and sticks. Harmless children's' games can be very threatening to animals, particularly as they are already in what is to them a strange place.

- ❖ **Dogs:**

- Please keep all dogs away from the area containing our animals throughout the time we are on your premises. Please make sure that your guests also understand that dogs are not to be allowed at the event