

# Terms and Conditions

## Applicability of the Terms:

All bookings made via this website are subject to the following terms and conditions therefore, by making a booking with Villa Farm Mobile Petting Zoo you agree that you are legally bound by those terms. Please read them carefully:

The following terms and conditions apply not only to the persons who complete the booking but every other person on behalf of whom the booking is completed.

## Contractual Ability:

By entering this contract with, Villa Farm Mobile Petting Zoo, you verify that you are at least 18 years old and you are eligible of participating in a contract according to the applicable law.

## Deposit and Payment:

A deposit of \$100 is required to reserve the items for the date and time of your event. The items listed in the quote are not reserved until the deposit is paid and a confirmation document is sent to you. Any remaining balance will be due 48 hours before the day of event. Unfortunately, we do not accept checks as a form of payment.

## Cancellations and Reschedules:

Villa Farm Mobile Petting Zoo will refund deposits for cancellations made up to and including 14 days prior to your reserved date. Villa Farm will do their best to reschedule your event per your requirements. A second reschedule will be considered a cancellation and your event will be removed from the calendar.

Villa Farm Mobile Petting Zoo has the right to cancel any event, due to circumstances beyond our control and/ or discrepancies, lack of communication, errors or changes in the documents between the parties, verbal and/ or physical abuse to our workers or animals.

## Additional Event Time:

Additional time will incur additional fees assuming the animals are not already booked for the requested time period. These additional fees will be added to your previous event balance and must be paid immediately upon request. We CANNOT guarantee that we will be able to add time to your event the day of unless you have scheduled in advance as we often have several bookings a day for each service.

## Changing Event Solution Booking:

ANY CHANGES TO YOUR BOOKING and ALL changes to any Event Solution MUST be made a minimum of 10 days before your event. Although we will do our best, we cannot guarantee that we can accommodate any last-minute changes as our animals are often booked for many events a day.

## Right to refuse service:

Our staff and their safety are of the utmost importance to us. If we feel at any given time that our safety or the safety of our animals has been compromised or if we have entered into a volatile situation, are abused physically, emotionally and/or sexually harassed in any way, we have the right to refuse service and will exit the premises immediately in such a case. It is the responsibility of the customer and/or persons agreeing to these terms to make sure that no persons are overly intoxicated and no use of illegal substances are present during the event, we have the right to refuse service and will exit the premises immediately in such a case. You will be liable for full payment of the Event Solution whether we have fulfilled the required time or not.

## Setup:

Depending on the Event Solution selected, we will arrive anywhere from 10 to 40 minutes early so we can be ready to go by your scheduled time. If for any reason we are running late, we will still stay the proper time scheduled once we get setup. So, if your booking is two hours, we will stay the entire two hours once setup. Concessions will no longer be served to guests 30 minutes to prior to event ending. This will allow the required cool down and cleaning of all concession equipment. Please remember our Mobile Petting Zoo Bus will need ample curb space. Please reserve such space for us at your Event. In the event set up is delayed for absence of appropriate curb space/parking availability, set up time will be deducted from your reserved event time.

We are not responsible for damage to people, animals, property, cars, trees, branches, bushes, grass, flowers, sprinkler heads, potted plants, etc.

I understand that the activities conducted by Villa Farm Mobile Petting Zoo, in which I and the persons who are in this party, event or activity, including minors, will participate in may cause serious injury or damage, including bodily injury, personal property damage.

On behalf of myself, my guests, and relatives, I waive all claims for damages and / or injury for myself or my property that any may have against the mentioned party released (Villa Farm Mobile Petting Zoo) to said activity.

By agreeing to these terms and conditions I assume any risk, and all responsibility and waive any claim of personal injury or death or damage to personal property that may occur while I am participating in the activity.