

Terms and Conditions

Applicability of the Terms:

All bookings made with Villa Farm LLC entities 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 the following terms and conditions.

These 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.

Please read them carefully:

Contractual Ability:

By entering this contract with Villa Farm LLC, 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, per entertainment category, 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 must be paid 48 hours before the date of event. Failure to make the final payment on time will result in cancellation of your event due to non-payment. Cancellations for this reason will forfeit the deposit.

Cancellations and Reschedules:

Villa Farm LLC will refund deposits for cancellations made up to and including 5 calendar days prior to your reserved date. When availability exists, Villa Farm LLC will reschedule your event per your requirements. A second reschedule will be considered a cancellation and your event will be removed from the calendar forfeiting your deposit.

Villa Farm LLC has the right to cancel any event, or portion of any event, due to circumstances beyond our control including, but not limited to: poor weather conditions, discrepancies in or lack of

communication between the parties, verbal and/or physical abuse to our workers or animals, overly intoxicated subjects within the working vicinity of animals and/or employees, any use or presence of illegal substances within the vicinity of animals and/or employees, and any circumstance in which Villa Farm LLC employees and/or property is placed in danger or risk of damage or injury. Event cancellations resulting from circumstances beyond the control of Villa Farm LLC will be considered fulfilled and no refund will be issued.

Additional Event Time or Events Ending Early:

Additional time will incur additional fees assuming the entity is not already booked for the requested additional time and weather conditions permit. 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. Events ending early, at the request of the client, will not be refunded or prorated for the time balance. In the event a client chooses to end services early, Villa Farm LLC will consider the event fulfilled.

Changing Event Booking/Options:

ANY CHANGES TO YOUR BOOKING and ALL changes to any event options 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 entities 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 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. Under these circumstances, you will be liable for full payment of

the contracted events whether we have fulfilled the required time or not.

Setup:

Depending on the selected event, Villa Farm Mobile Petting Zoo will arrive anywhere from 10 to 60 minutes prior to the scheduled time so we can be ready at your scheduled time. If for any reason we are running late, we will stay the contracted length of time scheduled once we get set up. So, if your booking is two hours, we will stay the entire two hours once set-up is complete.

Villa Farm LLC is not responsible for damage/injury to people, animals, property, cars, trees, branches, bushes, grass, flowers, sprinkler system components, potted plants, etc. It is the responsibility of the client, or person entering into this agreement, to ensure the set-up location and conditions are conducive to the requested services and set-up requirements.

It is the responsibility of the client, or person entering into this agreement, to reserve and provide the necessary space, access, and legal permissions needed to accommodate the contracted services (i.e., walking path suitable for access to back yard, public area reservations/permits, reasonable parking distance and space for vehicles). In the event set-up is delayed for absence of appropriate accommodations, set-up time will be deducted from your reserved event time.

I understand that the activities, conducted by Villa Farm LLC, may cause serious injury or damage, including bodily injury and/or personal property damage. On behalf of myself, my guests, the property owner, and my relatives, I waive all claims for damages and/or injury for myself, my property, or third-party property that any may have against the mentioned party (Villa Farm LLC) 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, or damage to any third-party property resulting from my instructions or requests, that may occur during the execution of the contracted activity.