

Captivating Creatures T&C's

Booking Terms and Conditions

You should read and ensure you fully understand our booking terms and conditions given below raising any queries you may have before asking us to confirm your booking which will be done via email. It is regarded that you have had the opportunity to have read and understood our booking conditions, and to have actually done so before a contract between us takes place.

1. Enquiries

When making an enquiry about your event we will provide a price if requested, please note this is not however a confirmation of booking and does not constitute a contract between us.

2. Services

We are a small, family run business, bringing a range of exotic and domestic animals into your home, school, nursery or workplace. We provide affordable and professional animal parties, animal handling workshops, educational talks and animal displays.

We aim to provide the Services to you on the terms and conditions as outlined herein at the event location, chosen for the date and time as confirmed in your booking with us. Any changes to the terms of the booking will need to be in writing.

3. Bookings

3.1 We may refuse to accept a booking:

- (a) Where dates/times are not available;
- (b) Where we cannot obtain authorisation for your deposit;
- (c) If there has been a pricing or product description error.
- (d) You are not at least 18 years old at time of booking
- (e) If you do not meet any event requirements set out in our terms and conditions.

3.2 When booking the party/event it is important that you provide us with the correct date, time and location, in writing via email at least five working days before the party. Changes to bookings will only be acknowledged as changed once we have given you written confirmation. We cannot be held responsible for turning up late if given an incorrect address or postcode.

3.3 It is important that you provide a valid mobile or landline telephone number on which to contact you on the event date.

3.4 We require you to check through the booking details upon receipt of our confirmation email to ensure all details are correct.

3.5 Upon booking, it is agreed you have read and familiarized yourself with our Frequently Asked Questions page. This sets out our expectations for specific booking types and locations as well as your responsibilities to ensure the experience is enjoyable.

4. Payment

4.1 A deposit is required to secure your booking. This can be paid via bank transfer or PayPal. The booking will not be secured for the requested date until a deposit has been paid.

4.2 Once a deposit has been paid you are deemed to have accepted all our terms and

conditions. The balance of fees can be paid before the event or on arrival on the day of the event and is payable cash only to avoid cheque fraud. We will not start the booking agreement until appropriate payment has been received. Receipts are given on request.

4.3 For schools, colleges, businesses (if addressed to head office), registered charities and community groups such as Scouts and Guides, payment can be made via cheque or bank transfer.

4.4 Please note that payments must be paid before the event or on the day unless previously notified in writing of accounting delays. Any late payments will be instantly subject to an administration fee of £15 if still outstanding after 28 days. Please note that our prices and packages are subject to change. Any bookings made prior to change will be unaffected.

5. Deposits

The deposit is not refundable if the booking is cancelled within 7 days of the show date, (Excluding cancellation due to COVID-19) If you wish to transfer your party booking to a different date and/or time, we will do our best to accommodate these changes, however this may not always be possible due to other event bookings.

6. Cancellations & Refunds

6.1 Once booked, no cancellation shall be effective unless we have received confirmation in writing. Should you wish to cancel a booking you should notify us by email (not via Facebook or text).

6.2 We undertake to confirm receipt of any such notice by return. It is your responsibility to satisfy yourself that we have received any such notification. If you do not receive our confirmation, you should email us again, and telephone us to ensure that the cancellation is confirmed otherwise we will presume the booking is going ahead.

6.3 In winter if we cancel the booking due to heavy snow we will offer a full refund or arrange an alternative date if you wish. Our services are subject to availability and constraints of weather, civil unrest and anything else beyond our control. We reserve the right to cancel where necessary to ensure the safety of our animals.

7. Unforeseeable circumstances

We will arrive approximately 30 minutes before to set up, this is more than enough time as long as the parking and premises terms are followed. We never double book anyone, but on occasion circumstances such as road accidents and adverse weather (especially snow) happen that make it impossible for us to get to you on the day or at the time booked. This almost never happens but please be aware it is a possibility and we will endeavour to rearrange your booking as soon as possible. In the unlikely event that we cancel the booking, we will advise you by phone at the earliest opportunity and will seek to rearrange an alternative date.

We cannot be held responsible for losses incurred by delayed arrival due to unforeseen circumstances.

8. On-site Parking

8.1 When we get to your venue, we need to have FREE parking at the premises. We need to park on the drive or directly outside for parties in houses and for all other venues we must be within a maximum of 30 feet from the building.

8.2 If, upon arrival we are unable to park, you accept that you remain liable for the full cost

of the booking.

8.3 It is your responsibility to notify us of any parking restrictions in the area at the time of booking. Parking is required for an hour longer than the actual event booking. This allows us time for unloading and reloading the animals.

8.4 If parking is not available, we may be unable to carry out your booking.

8.5 If we are late setting up due to parking/ unloading issues we may not be able to provide the full duration of the event due to other event bookings on the day. In this case, you the client would still be liable for the full cost of the booking. It is always advisable for you to save us a space right next to the entrance.

8.6 Where cost is incurred to park, this will be added to the overall cost of the event and will be payable before the event starts.

9. Event / Site Information

Due to the nature of our business, we require very specific instructions and information from you in regard to the venue. It is your responsibility to ensure you are familiar with the venue information we require upon booking; to ensure we can carry out the booking to your requirements. The type of information we require can be found below:

You must let us know if there are steps to be negotiated to the venue, we may not be able to do the show if there are as they are a safety hazard for the animals when carrying all of the boxes, where possible we ask for ground floor venues.

The premises should be indoors unless we have been advised otherwise (and you have provided all the equipment as stated below). Doors and windows should be kept closed and the room should be warm in winter and not too hot in summer.

We reserve the right to refuse to attend events where adults are consuming alcohol due to safety for the animals.

We will bring our own cleaning supplies in case the animals need to go to the loo! We will remove and dispose of any animal waste off the premises.

It is important that you ensure hand washing facilities are available, whilst we do bring anti-bacterial hand gel; it is your responsibility to ensure that everyone who has handled the animals has thoroughly washed their hands.

For premises indoors (halls) we require:

A ground floor venue

Parking straight outside the door (within 30 feet)

Access to an electrical outlet.

No loud music/ balloons/ bouncy castles/ or loud speakers to be used during the presentation.

Doors and windows to be kept closed.

Access to water and hand washing facilities.

Please ensure no participants are eating during the show.

For indoor home shows we require:

Parking on drive or within 30 feet of the door outside house, and not down the road.

Access to an electrical outlet.

No loud music/ balloons/ bouncy castles/ loud speakers to be used during the presentation.

Pets should be kept securely in another room.

Doors and windows to be kept closed.

Access to water and hand washing facilities.

Please ensure no participants are eating during the show.

Captivating Creatures will not be held liable for any damages occurred whilst the animals are in your home.

If the show is to be held outdoors please be aware we might not be able to bring certain animals, as we would not be able to ensure their safety. You must inform us at the time of booking if the event is to be outside as we can only do outdoor shows at certain times of the year.

For premises outdoors (fairs, schools, commercial) we require:

If the event is a short event (2 hours or less) you will need to provide a gazebo.

Parking next to the gazebo (fair and organised events) with room to exit.

Access to hand washing facilities and access to an electrical outlet.

We must not be positioned near any music/ bands/ loudspeakers/ fairground rides/ bouncy castles etc.

If the event is an all-day event we will bring our own gazebo, for this we will need a level, grassed area or hard standing of sufficient space to set up a 4 x 4 metre gazebo and space to park our vehicle nearby.

For outdoor home shows we require:

A gazebo.

An enclosed garden with access to an electrical outlet.

Access to water and hand washing facilities.

We must not be positioned near any music, bouncy castles etc.

PLEASE BE AWARE IF THE WEATHER TURNS COLDER/ RAINY WE MAY NEED TO DO THE PARTY INDOORS

10. Participants

10.1 Our recommended participant numbers is 15 children per booking. This allows for each child to actively participate with the encounter and interact with the animals; however we will accept larger groups, which will incur extra charges.

10.2 Noise is also a factor, which can detract from the experience. This is especially true when we are giving out handling instructions or if we are speaking and moving around the room.

10.3 If the booking involves a large group of children, we may divide into smaller groups with only one group being in the same area at one time to reduce noise levels and not startle the animals.

10.4 You must let us know the number of children that are attending in order to avoid unexpected charges due to changes to the booking

Our current fees are £4.00 per child over the maximum 15 children.

10.5 For school events, crèches, charitable and community groups, such as Scouts, Girl Guides, our participant threshold is 30 children/people per group. However, it is expected that you will supply additional adult supervision to assist with managing the behaviour of the children. We reserve the right to cancel any bookings where additional suitable adult supervision is not provided.

11. Participant Age requirement

11.1 All participants must be over the age of 3 years (unless the event is in a nursery).

11.2 It is your sole responsibility to ensure the participants wash their hands before and after handling the animals. We further recommend that you use bactericidal hand gel after touching the animals and before eating any food.

11.3 Whilst we are very keen for participants to interact and handle the animals, we reserve the right to withdraw the animals if they are being mishandled or not treated with respect.

11.4 On occasion, animals may be sensitive to external stressing factors including participant handling and excessive noise. We reserve the right to remove the animals from the experience to settle them.

11.5 When participants are not behaving as expected and are causing distress to the animals, we will ask supervising adults to remove the relevant participant(s) from the rest of the group for a short time.

11.6 At no point should the children be left unsupervised as we will be busy looking after the animals. We ask you to provide a designated helper. There must be a minimum of one adult helper to be present per fifteen children (at all times). We will ask this helper to help manage the children's (and adults) behaviour/ noise, help keep them seated, ensure no one is eating whilst petting the animals and ensure the participants have washed their hands at the end of the show.

11.7 Participants who smoke must wash their hands before participating as it may harm some of the insects.

12. Our Animals

12.1 Whilst we would like to bring all the animals to your party, we cannot guarantee it at all times as some may be shedding or ill. We reserve the right to withdraw any or all of the animals in instances where we feel the animals or the audience's health or safety might be compromised.

12.2 Captivating Creatures has Public Liability Insurance but cannot be held responsible for injury caused by mistreatment or handling of the animals. Should injury occur to one of our animals as a direct result of mistreatment by one of the party guests then we reserve the right to terminate the show with immediate effect. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination. The client will be held responsible for any vet fees incurred and/or replacement of the animal.

12.3 Please note, with the nature of our business we cannot 100% guarantee that an animal will not bite, poo, pee, or scratch. Animals are handled at your own risk. As our animals are picked to be friendly this risk is minimized and we are happy to say this happens very rarely. It is important to note that our animals may bite or scratch if mistreated. This is why we ask for adult supervision to help manage the behaviour of the children.

13. Our Staff

All of our staff are very friendly, professional and approachable but if in the very rare instance you feel you do need to make a complaint if the party is not going as expected please let the presenter know and they will happily take your comments in board. In the event you are extremely unhappy please let the presenter know but also contact us so we can resolve your complaint. Please be aware that full payment is still due on the day, any potential refunds will be processed at a later date.

14. Locations we cover

We cover parts of Derbyshire and Nottinghamshire, Sheffield, Doncaster, Barnsley, Leeds/Bradford, York, and Manchester, within an hour and 30 from Rotherham.

15. Limitation of Liability

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17. Disclaimer

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You, the Client, agree to all the above terms and conditions in full when you confirm the booking. Any objections to any of these terms and conditions must be made prior to confirming the booking. Where a compromise cannot be reached to any objection, we reserve the right to cancel the engagement without any redress being incurred.