



Yorks Wonderland Ltd

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Yorks Wonderland Ltd
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www.thereindeerhouse.co.uk

Terms & Conditions

Booking Terms & Conditions – please read them carefully before making a booking

1. The Contract

The terms and conditions (set out in these booking conditions) together with the confirmation invoice, forms a contract between you (person/company/school named on the invoice) and Yorks Wonderland Ltd.

Please note that the person making the booking must be 18 years or over in age, and also that there is no contract between us until the 50% deposit has been received and cleared.

2. Enquiry

When making a booking enquiry with us we will send you a confirmed quote by email, this is **not** a confirmation of booking and the required dates will not be held for you just because a price has been obtained. Any such enquiry simply confirms that we are dealing with your request and not confirmation of it.

3. Invoice

You will be sent a confirmation invoice, 50% of the invoice is due to confirm the booking. The balance will be due 7 days prior to your event.

Please note that if a deposit is not received on time, we will not be able to keep the requested date for you and it may then be given to another event.

Your payment and the issuing to you of our invoice create a contract between us. These booking conditions form the basis of your contract with you/your company/your school and Yorks Wonderland Ltd.

You should read and ensure that you fully understand these terms before you ask us to secure your booking (also raise any queries you may have with us). By asking us to secure your booking, you are liable to be regarded as having read and understood our booking conditions, and to have actually done so before a contract between us came into existence.

4. Deposits

You must pay a 50% deposit at the time of booking to confirm your date and booking.

5. Payments

Payments can be made by cheque made payable to "Yorks Wonderland Ltd" or via BACS payment to the HSBC bank details on the invoice.

Yorks Wonderland is not VAT registered, so no VAT will be charged on any invoices.

6. Last Minute Bookings

All payments for "last minute bookings" are to be made in full prior to the job by means of agreement with both parties. Last minute is within 14 days of the event.

7. Cancellation

If you wish to cancel your booking you must advise us in writing ASAP to santa@thereindeerhouse.co.uk
Deposits are non-refundable.

Further, any outstanding balance due for the booking shall be deemed as payable if the event is within 7 days of the cancellation.

8. Reindeer

We shall always endeavor to bring the requested number of Reindeer to your event, however as always when working with animals this may not always be possible.

At least one Reindeer and 2 handlers will always attend an event and no refund shall be due for less Reindeer than expected. The welfare of our animals will always come first.

Although our Reindeer are domesticated and are trained for petting, they are still wild animals and may at times "act up".

To ensure the safety of all concerned, it is advisable to give the Reindeer space when they are not in their pen.

9. Behavior

We expect all our clients to have consideration for all our animals and equipment/props/staff provided at their event. If in our reasonable opinion (or of any persons acting in our authority), you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any of our animals, we are entitled, without prior notice, to terminate the booking with immediate effect.

Please note we will issue two verbal warnings to the appointed contact at the event before this action. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination due to bad behavior.

10. CRB & First Aiders

Our aim is always to give you the best possible service, by providing a professional but fun service. We have some CRB checked staff some non-CRB checked staff as well as First Aiders and non-First Aiders.

Neither of these are legal requirements for our type of business. We have First Aiders for our own piece of mind and

CRB checks for both our and your piece of mind; this however does not make us minders or caregivers and at no point during the event will be held responsible for any child or vulnerable person left unattended on our stand/pitch. We will inform the designate contact for the event ASAP. Children should never be left unattended near the Reindeer.

11. Staff

We have friendly, professional staff who are all knowledgeable about the animals they look after. If you should have any problems, find our staff rude or are generally unhappy with our services then we should like to know, no matter how small the complaint is.

12. Smoking Policy

We employ both Smokers and Non-smokers, however we operate a non-smoking policy at work and during events.

13. Breakdown

In the event of a breakdown, road closure or traffic problems etc we shall endeavor to get to your event as fast as possible. If we do not make a booking due to traffic, breakdown, road closure etc then we will offer a full refund for the hire or the option of booking another day with us to compensate the day lost. If we are late we will make up the lost time by staying longer at the event where possible.

14. Traffic

Traffic is always unpredictable and of course there can often be problems with weather at this time of year. We always allow plenty of time for getting to our bookings and setting up before the event starts, any long journeys are made the day before and appropriate stops and procedures are made for the animals to accommodate DEFRA rules and regulations on the movement of animals.

When a major road/motorway is closed we cannot accept blame for being late but we will always stay additional hours to make up for lost time where possible. There are rules and regulations about how long an animal can be on the road and we OBEY all rules and regulations.

15. Safety

We supply a hand sanitizer at all events.

The Reindeer are displayed in a free standing pen made of gates, and at no time should people climb on these gates. Please make your guests aware of the Reindeer antlers and possible unpredictable behavior if the animal is spooked or frightened.

16. Individual Requirements

We shall always try to meet any requests given to us, but sometimes they are simply not possible due to the animal available. If you would like to use our services but have questions or individual requirements, then please discuss these requirements with us before making a booking, and we shall endeavor to create a package to suit you, however these requirements may be issued on a separate T & C's policy in

addition to this one both of which have to be signed and dated by us (Yorks Wonderland Ltd) and you.

17. Other information

Risk assessments will be issued as standard.

We shall not leave an event early unless we have written confirmation from the event holder, signed by both parties.

If the venue is regarded as a public area, i.e. local park or is owned by a third party written consent must be granted and a copy of which must be returned to us with your deposit, the consent letter must be signed and dated by the granting authority and must have a contact address and phone number should we feel the need to contact them for further conformation.

Yorks Wonderland Ltd will clear away before they depart from the event.

Any distraction that could upset the animals should not be situated directly next to the animal enclosure, e.g. Bouncy Castles, exceptionally loud music etc. Please also think about the route that the Reindeer must travel to get to the location you want them.

Dogs and other pets are to be kept away from the animals so not to distress them.

Parking – We do require a large coach type parking bay as close to the designated area as possible, with clear access to it at all times. Any parking charges are to be paid by the venue, and should be agreed with the car park owner in advance of our arrival. Any parking charges received by us will be passed on after the event.

18. Force Majeure

"Force Majeure" means any event, which we the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

19. Prices 2016

Length of Event	Midweek Date	Weekend Date	Santa
1 Hour Event	£300	£350	£40
2 Hour Event	£400	£450	£50
3 Hour Event	£500	£550	£60
4 Hour Event	£600	£650	£70
4 to 6 hours	£800	£850	£100
Over 45 Minutes Travelling (Each way)			£25 per ½ hour

Each price includes Reindeer & handlers in costume, fuel, transport & transport time, food & water for the animals, a pen for the animals, Risk Assessments & Public Liability Insurance.