



OUTREACH PROGRAMME TERMS & CONDITIONS

BY BOOKING OUR OUTREACH
PROGRAMME YOU AGREE TO THE
FOLLOWING T&C's

BOOKINGS & PAYMENTS

- Your booking applies to the date and time agreed. The booking will only be transferred in exceptional circumstances, at the discretion of our team.
- Our team will begin to pack up at the end time agreed. Any extension on time due to the event running behind will be at the discretion of the team and subject to an additional fee.
- Your booking and any deposits paid in advance are non-refundable.
- Full payment is due on the day of the event, unless you have requested to be invoiced. Invoices are available for schools and other externally funded events.
- **If you cancel your booking within 14 days of the event 50% of the payment will be required. If you fail to cancel the booking and our staff turn up to find the event cancelled or cancel within 7 days of the event FULL PAYMENT will be required.**

ANIMALS INVOLVED

- You can find a list of animals that usually accompany us here:
www.cjsanimalpark.com/outreach-programme
- Please note we cannot guarantee ANY particular animals attendance. Animals may be sick, shedding, unwilling to be handled or they simply may want a break. Our animals' welfare and happiness take priority. If they don't want to come we will not force them to attend.
- We do not bring animals with a history of aggression to events, however, it is important to note that **all animals** are capable of biting and scratching and you accept this risk when you agree to handle our animals.

VENUE

- The organiser must confirm the venue is suitable for this experience. For example, if the event is outdoors a gazebo or suitable covered area must be provided. In colder months we may also require access to electricity to keep our animals warm (for events outdoors and/or lasting longer than 1 hour).
- If you are hiring a venue, such as a community hall, you must get permission from the venue owner to confirm our animals are permitted on site.

MEDICAL INFO

- It is the organisers responsibility to inform us of any relevant medical conditions or allergies (fur, etc) during the booking process.
- We wish to keep our outreach programme as accessible as possible. Please inform us of any disabilities or accessibility requirements during the booking process to allow us to prepare and adapt the experience where necessary.

HYGIENE, SAFETY, SUPERVISION & LIABILITY

- We request that all participants wash their hands with soap and running water **before and after** the event. Alcohol based hand sanitisers will be provided but these are not considered adequate after contact with animals.
- All participants must keep their hands away from their face (including nose, mouth, and eyes) during the event until hands are washed thoroughly.
- It is the Parents / Leaders / Teachers responsibility to advise children of the good hygiene practices listed above.
- Our team will not be responsible for the supervision of any children during the event. Parents / Carers / Guardians / Leaders / Teachers retain full responsibility for the supervision of all minors. Children **MUST** be supervised at all times.
- Food and drink will not be permitted around the animals.
- We reserve the right to ask any particular individual to leave and/or terminate the session should we feel our team or the animals are in any sort of risk. No refunds will be given in these circumstances.
- C&J's Animal Park will not accept liability for any loss, injury, illness or property damage from any action during the event.

CANCELLATIONS

- C&J's Animal Park reserve the right to change or cancel the booking due to unforeseen circumstances at any time. We will always give as much notice as possible and make every effort to attend. We will not cover travel or other associated costs incurred due to this.

If you require any further information
please get in touch via email:

info@cjsanimalpark.com