



## TERMS AND CONDITIONS

By booking Wee Critters you agree to the following terms and conditions.

### BOOKINGS

- Your booking only applies to the date selected and agreed. Your booking cannot be transferred to other dates unless in exceptional circumstances and at the discretion of the Wee Critters team.
- Your booking is non-refundable.
- Final numbers must be confirmed as part of the booking process. If there are any changes in advance of the visit, you must contact the Wee Critters team.
- Sessions are for a maximum of 35 children.
- If you cancel your booking within 30 days of the event, half of the payment will be required.
- If you cancel your booking within 14 days of the event, full payment will be required.

### VENUES

- Booking agents must ensure that the venue is suitable for Wee Critters to deliver their experience.
- Booking agents must complete the necessary booking forms / processes with the relevant venue information.
- If the booking agent is holding the event at a venue that is not their own, e.g. a community hall, building, etc they must seek the necessary permissions from the venue owner to ensure that Wee Critters and our animals are permitted to be onsite.
- We require an area measuring at least?

### PAYMENT

- Payment is due in full on the day of your booking.
- The only exception to this is if you have pre-agreed to be invoiced. This request must be submitted and approved by Wee Critters in writing.
- All invoices must be paid within 30 days of the booking.
- Cheques must be made payable to Wee Critters
- All bookings are non-refundable.

### ANIMAL CARE

- Not all of our animals will take part in a session. We select appropriate animals based on a number of factors including age, venue, breeding season, shedding / eating patterns, animal health, distance of visit, etc. We can therefore not guarantee that any specific animal will be available.
- Due to unforeseen operational and animal care circumstances we cannot guarantee that all species will be available for your session.
- Due to animal behaviour, experiences will vary.

- Our animals have the freedom to choose whether to participate or not. Our animals' happiness and welfare is our top priority.
- You cannot take part in a Wee Critters experience if you have convictions relating to animals.

## **SUPERVISION AND RULES**

- All children must be supervised at all times throughout the session.
- The teacher, leader, parent or adult responsible for children must supervise at all times.
- Wee Critters are not responsible for any form of child care.
- A health and safety briefing will be delivered at the start of each session. This will include all relevant information, housekeeping and rules. Our 'ranger' rules must be abided by at all times. Supervising adults will be expected to ensure that children in their care respect these rules.
- We reserve the right to ask any participant(s) to leave the experience area, should they behave in an inappropriate or unsafe manner that poses a danger to themselves, other participants, staff or animals.
- We reserve the right to suspend or terminate any session if we feel that there are circumstances that pose a danger to participants, staff or our animals.
- Food and drink items are not permitted in the experience area.
- No participant is permitted to enter the Wee Critter's experience area without permission and should remain in the area advised by staff.

## **MEDICAL INFORMATION**

- It is the booking agent's responsibility to inform us of medical conditions of any participants that we should be aware of to ensure the safety of everyone involved.
- Wee Critters should be informed of any relevant allergies, e.g. fur, hair, food items, bedding materials, etc.
- For any relevant allergies, the experience may be altered or elements may not be possible for those who are affected.
- We aim to make our experiences as accessible as possible. The booking agent should inform Wee Critters of any disabilities or accessibility requirements in advance to allow us to adapt the experience and provide the best experience possible.
- Wee Critters should be informed of any pregnancies within the group of participants. Slight alterations to the animal selection may need to be made.

## **HYGIENE**

- For animal care and health and safety reasons, all participants must use disinfectant hand wash before and after the session.
- All participants must wash their hands thoroughly following the session.

## **CANCELLATION**

- We reserve the right to alter or cancel the experiences for unforeseen circumstances. We will give as much notice as possible. However, this cannot always be guaranteed. Wee Critters will not cover travel or any other associated costs if the date is cancelled.
- In cases of extreme weather where Wee Critters cannot safely reach you, we will attempt to provide as much notice as possible.

## **GENERAL**

- Wee Critters accept no liability for any loss, injury or property damage from any action during the session.