



Becky & Richard Burniston
Little Givendale Farm, Ripon North Yorks
07921 267904 - 07976 598764 - 01765 607488

Terms & conditions

Booking and bookings conditions – please read them carefully

The contract

The terms and conditions set out in these booking conditions together with confirmation invoice forms a contract between you (person/company named on the invoice) and R C Burniston t/a Riggmoor reindeer & co. 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 30% deposit is received by us and cleared.

Enquiry

When making an enquiry with us about your event we will price it accordingly, 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.

Invoice

However, please note that if a deposit is not received on time, we will not be able to keep that date for you and it will be then given to someone else, all balance on jobs must be paid for in full within 7 days of completion of the job and interest will be charged on any overdue balance

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 and R C Burniston t/a Riggmoor Reindeer & Co. You should read and ensure that you fully understand them (also raise any queries you may have with us) before you ask us to secure your booking. By asking us to secure you're 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

Payments

Payments can be made by cheque (made payable to R C Burniston) and also via Backs please ask for bank details if you wish to pay in this form (remember this takes time to set up) All prices quoted are exclusive of VAT and will be charge at the current rate at the time of booking(e.g. Quote £300 + VAT Total £360.) VAT number 870 4176 24

Last minute bookings

All payments for new clients and last minute booking are to be made in full prior to the job by means of agreement with both parties

Reindeer

Were booking is taken with taken without specified quantity of reindeer we will issues two reindeer with a sleigh unless we are required not to supply a sleigh and the quoted price will remain unchanged.(it is best to book sooner rather than later to avoid disappointment as we do book up very fast at certain time of the year)

Petting farm

Were a booking is take and animals have not been specified we will supply a selection of animals including 2 x Pygmy goats, 2 x lambs,2 x Alpaca , Rabbits, Guinea Pigs, chicken or chicks and Duck or Duckling. We have a large selection of other animals and it is advised that you have a look at our website or talk to us to see what other animals we have available at the time of your event. (it is advised that you book earlier rather than later to avoid disappointment as we do book up fast at certain time of the year) if we are un able to provide one of the above animals we will endeavour to supply another animal in his/her place and the price quoted will remain unchanged.

Behaviour

We expect all our clients to have consideration for all our animals and equipment/props provided. 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, birds or reptiles, we are entitled, without prior notice, to terminate the booking with immediate effect.(please note we will issue a two verbal warning to the appointed contact at the event before this action, Name, and contact numbers of the designated contact for the event must be issued before we leave our base to your event) No refunds will be made and we will not pay any expenses or cost incurred as a result of the termination

Deposits

Deposits are non-refundable. You must pay a 30% deposit at the time of booking.

Cancelation

If you wish to cancel your booking you must advise us in writing. Any cancellation for whatever reason should be made in writing and sent to:-

R C Burniston, Little Givendale Farm, Skelton-on-Ure

Ripon, North Yorkshire, HG4 5AP or email: - becky@riggmoorreindeer.co.uk

Further, any outstanding balance due for the booking shall be deemed as payable 1-14 days half the balance will be payable, on the date of the booking 100% of the balance is payable.

Late payment

We also reserve the right to charge you £20 per day for the late payment our confirmation invoice will show the total price you must pay in enough time to allow the money to reach us by this deadline. If you

decide to select the option to pay in full at the time of booking, you may do so; however this will not change any of the conditions which form part of this contract.

Individual requirements

Here at Riggmoor reindeer & Co we pride ourselves on our services and we feel that almost everything is possible, and so if you would like to use our services but have questions or individual requirements then please discuss the requirements with us, and we will endeavour to create a package to suit you, however these requirements will 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 (Riggmoor reindeer & Co) and You.

CRB & First Aiders

We are Riggmoor reindeer feel it is our duty to give you the best possible service, from either providing a professional but fun service down to the legal requirements which is why we have both CRB and non-CRB checked staff and First Aiders and non-first aiders, However neither of these are legal requirements for our type of business. We have First Aiders for our own piece of mind and CRB check for both our and your piece of mind; this however does not make us minders or carers 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 As Soon as Possible, and we will not allow any vulnerable person to come to any harm whilst in the vicinity of our designated area.

Breakdown

In the event of a breakdown, road closure or traffic problems etc we will endeavour to get to our booking 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 of us 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.

Staff

We have friendly ,professional staff 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 this is one of the think that make us so professional.

Smoking policy

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

Traffic

Traffic is unpredictable these days so we always make sure we leave for our jobs early always allowing plenty of time to get to you and set 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.

Safety

We supply appropriate hand wash system when requested and always provide hand sanitizer. If booking pony party then we will provide riding hats EN1384 or BSPAS015 STANDARD or above the current EU standard at the time of booking, we do advise that clients advise visitors, public, employees etc to dress appropriately(comfortable and sensible i.e. leggings and nicely fitting tops, not best designer clothes or items with long tassel on etc) and wear sensible foot ware (e.g. well fitting boots or willies something with a small heel NO open toe sandals, trainers or flat sole shoes)any persons not complying with the instructions will be denied rides. Children must be 3 and over to have rides and any child under the age of 6 must be accompanied by a responsible adult (18+ years)

All children attending parties with any of the animals are deemed to have full consent from their parent or guardian, any known conditions, health issues or allergies which may be affected by the activity need to be highlighted to the handlers prior to the event commencing

Other information

Risk assessments will be issued as standard

We will 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 confirmation

Riggmoor Reindeer & Co will clear away before they depart from the event.

Any distraction that could upset the animals should not be situated directly next to animal enclosure, e.g. bouncy castles; exceptional loud music etc, 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

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. 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. There are rules and regulations about how long an animal can be on the road and we OBEY to all rules and regulations.

Sign (For and on behalf of Riggmoor Reindeer & Co).....

Print

Date

Name of company/party organiser.....

I/We of the above have read the terms and conditions and by signing acknowledge that we are entering in to a contract with Riggmoor Reindeer & Co (if not signed then we cannot book your required date/s and will not be attending your event)

Sign (For and on behalf of above).....

Date.....

Please complete both copies of this document and return one copy with your booking form and deposit.

Thank you

For Riggmoor Reindeer and Co



RIGGMOOR