



BOOKING TERMS & CONDITIONS

Payment Terms

Payment is required in full on or before the date of the visit. Accepted methods of payment are cash, cheque, Credit Card or BACs transfer. Payments by Credit Card are made through PayPal and will be subject to a 2.5% surcharge. VAT is charged at the prevailing rate and VAT invoices are provided. Where payment is to be made by a 3rd party for example an event sponsor, cleared payment must be received in full no less than 2 days prior to the event date.

Late or Non Payment

Where payment is not made in full on or before the date of the visit and we have not been advised in writing of this delay prior to the day of the visit then any seasonal discounts / loyalty rates given on the original invoice will be null and void and a new invoice will be issued for the full visit price to your area/event plus an administration fee of £12. Where payment continues to be outstanding we will follow our statutory rights for late or non-payment of the invoice(s).

Cancellation

Cancellations with less than 72hrs notice will be subject to a 50% cancellation fee. Cancellations may be advised by phone but must be confirmed in writing/email. Once you have notified us of a cancellation we will confirm the cancellation back to you in writing/email. If you do not receive an acknowledgement of cancellation from us you should telephone us to check that we have received your written cancellation. In the unlikely event that we cancel the booking, we will advise you by phone and in writing at the earliest opportunity and will seek to find mutually agreeable alternative dates.

Additional Time / Classes

Unless agreed otherwise in writing at the time of making the booking, the times and numbers of classes attending the farm shall be seen as fixed. Where the geographical location permits flexibility to allow a slightly earlier or later finish time up to a maximum of 15 minutes each way to accommodate a specific timetable then we will endeavour to accommodate this requirement free of additional costs. Where more additional time is required beyond 15minutes, we reserve the right to charge at the rate of £65 per 30 minutes or part thereof should the timetable need to be expanded.

Vehicle Breakdown & Traffic

In case of breakdown, traffic problems or road closures etc. we will endeavour to get to our booking as fast as we can. We have full roadside and a special breakdown relay cover independently for vehicles & trailers, if we do not make the booking then a full refund will be given or you will have the option to book an alternative day with us. If we are late we will make up the time where appropriate.

Animal Welfare

We will only bring fit and healthy animals on visits. Prior to loading the animals are checked and if unfit will remain at our farm for further attention. We cannot therefore guarantee to bring specific animals however will always bring alternatives where possible.

Behaviour

We expect all clients and their charges to have consideration and respect for our animals. If in our reasonable opinion or in the reasonable opinion of any other person in 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 our animals, we are entitled, without prior notice, to terminate the booking with immediate effect. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

Setup Location & Parking

We can set up on hard or grass surfaces. Prior to departure we will clean and tidy the area and ask that a member of your team checks and is happy with the area before we leave. Some of the animals for example the pigs can be quite destructive on soft grass surfaces and we cannot guarantee to return the surface to its original state. If this is likely to be a problem then please advise us beforehand so that alternative animals can be brought. Our typical vehicle is a large 4x4 with trailer. On soft surfaces we may leave tyre marks. If this is likely to be an issue please identify an alternative set up area with access (for example the school playground). We will require onsite parking. Where onsite parking is not available an additional driver will travel with the team and this will be charged at the rate of £15+vat per hour with a minimum charge of £50 & maximum charge of £100 exc vat.

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 actual 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 and make up the booked time where appropriate.

Pen Access

Access into the animal enclosure and the ability to walk around the pen is only available on private (<30 guests) or educational visits and is at the discretion of the Ark Farm Team on the day of the visit. Pen access is not permitted on visits to events open to the public where risks, for example knowledge of allergies amongst guests, appropriate supervision of children and potential demand to access the pen cannot be properly mitigated and managed accordingly. In all instances the welfare of both our guests and animals will be our primary concern and organisers will need to provide a responsible adult to support our team in achieving this.