

Reindeer/Alpaca Hire Terms and Conditions

Enquiry

We love to hear from you and will try to accommodate any special requests to make your event memorable and unique. Some tailor-made extras, may not be covered in our standard charges and additional costs may be incurred. Our Animals are trained to be within their pen, with a handler or two; Reindeer like to be fed as well by visitors (until they are full!) for which there is special food, Alpacas will feed sometimes. Whilst enquiring we can let you know if the dates you are asking about are available, these are not booked/confirmed for you until all paperwork and deposits are received and cleared.

Details

The contract will be between ourselves (Cob House Fisheries) and the named person on the invoice who must be over 18 years of age.

An invoice will be raised for 50% of the agreed price as your deposit, which is payable within 7 days and your booking is then confirmed (for events more than 1 month in advance). For events less than 1 month in advance, the whole booking fee is required. Deposits are non-refundable. Late payment of your invoice may lead to your date being reallocated to another person and loss of your deposit; we reserve the right to charge interest on late payments.

Payments may be made by BACS to S/C 30-99-90 A/C 04121924 Cob House Fisheries or by credit/debit card.

By paying your deposit you have agreed to our Terms and Conditions.

A covered area will be provided for the animals by you. Please advise if this is not possible.

The area required is 12ft x 12ft for their pen.

A quiet area is required for unloading and loading of the Animals (approximately 50ft with 4x4 and trailer)

If you wish to cancel your booking, you must advise us in writing.

You are booking for 2 Reindeer or 2 Alpacas; if adverse circumstances prevail we will do our best to make alternative arrangements.

We have our own Risk Assessments and Safe Working Practices but also advise that you carry out your own.

If the event falls within hours of darkness, the animals must be within a lighted area.

Behaviour

We expect all clients to have consideration and respect for animals. If anyone should behave in a way to cause concern, danger or upset to our animals we reserve the right to terminate the booking with immediate effect.

No refunds will be given and we will not pay for any expenses or costs incurred as a result of the termination.

Please ensure that other animals are not close to where the enclosure is being set up (especially sheep with Reindeer as they can carry a virus that can be fatal to Reindeer) as this may cause distress to our animals.

We must be advised when we arrive of the location of the nearest first aider, telephone, emergency procedures and hand washing facilities.

Breakdown & Adverse Weather Conditions

In the event of breakdown, traffic congestion, force majeure, or road closures we will get to you as quickly as we are able. If through breakdown, we do not make the booking, we will offer you a full refund or an alternative date. If we are late, we will make up the time as appropriate; however we like to arrive early to allow time for the animals to settle.