

## Terms and Conditions for River's Rodents and Reptiles C.I.C.

### Service – Animal Handling Session.

#### Application and entire agreement

1. These Terms and Conditions apply to the provision of the service of an Animal Handling Session by River Lismer; trading under the company name River's Rodents and Reptiles C.I.C. of 76 High Street, Newington, Sittingbourne, Kent, ME9 7JL; between River Lismer to the person buying the service, you.

2. You are deemed to have accepted these Terms and Conditions when you received the email confirming the booking of the service of an Animal Handling Session; and these Terms and Conditions and the email confirming the booking are the entire contract agreement between us.  
Service

3. River Lismer warrants that he will use reasonable care and skill in the performance of the service of an Animal Handling Session which complies with the email confirmation of the booking. Any changes to the service will be notified to you as soon as the change is identified, which are necessary to comply with any applicable law or health and safety requirements.

4. River will use reasonable endeavours to complete the performance of the service of an Animal Handling Session within the agree time as set out in the email confirmation of the booking.

5. River Lismer cannot guarantee the availability of individual animals on any particular day as their welfare is our priority.

6. River's Rodents and Reptiles C.I.C. promotes animal welfare at all times. River Lismer will guide you and the audience in observing, touching and handling our animals, as deemed suitable in regard to the age, ability and behaviour of the audience and at the discretion of River Lismer.

7. Animals can bite and scratch, as laid out in the Risk Assessment (See Website for details) the risk is low.

#### Your obligation

8. You must ensure that everyone invited to the party arrives for a 10am start time. Entry to The Greyhound Inn from 9.30am.

9. No more than 20 children can participate within each 2 hour Animal Handling Party Session.

10. It is your responsibility to ensure the Safeguarding Policy is read.

11. No children under the age of 1 are to touch the animals. Children aged 1 to 3 must only touch the animals whilst the animals are handled by River Lismer and must be sat of their adults lap. Over 5 years old can touch and hold the animals with assistance from River Lismer.

12. River's Rodents and Reptiles C.I.C. will provide anti-bac gel to be used after the Animal Handling Party Session and give verbal instruction on hand hygiene. It is your responsibility to use the hand washing facilities with soap and hot water before the Children's Buffet is ready.

13. Photography and filming of the Animal Handling Session is allowed but you are responsible for gaining permission from all participating audience members or their legal guardians if under the age of 18 or a vulnerable adult.

14. Please acknowledge River's Rodents and Reptiles C.I.C. on any publicly displayed images/postings on social media with a link to our Facebook page or contact details. Local press must gain our permission before taking photos and do so with River Lismer supervising. Local papers must mention River's Rodents and Reptiles C.I.C. in their article about the session.

#### Fee, Deposit and Payment

15. The fee of £200 per Animal Handling Party Session, this is a fixed price for River's Rodents and Reptiles C.I.C. Animal Handling Party Session.

16. You must pay either the £20 deposit or the full £200 fee, at the time of booking the service of an Animal Handling Party Session to secure the booking time and date. Bookings are made through Google Calendar and are paid for via PayPal or by secure Debit/Credit Card.

17. If just the £20 deposit has been paid to secure the service of an Animal Handling Party Session, the remaining balance must be paid at the time of the booking, either by cash or cheque. Cheques payable to River's Rodents and Reptiles C.I.C.

18. The fee is inclusive of any applicable VAT.

19. Receipts for payment via cash or cheque will be issued by River Lismer upon your request.

20. All payments must be made in British Pound Sterling.

21. If you do not pay the deposit or the full fee at the time of booking the service of an Animal Handling Party Session, the session is not secured.

22. The deposit is non-refundable unless River Lismer fails to provide the service of an Animal Handling Party Session and it cannot be rearranged for another time or date.

#### Cancellations and amendments

23. To cancel a booking please either phone on 07763810250 or send an email to [riversrodentsandreptilescic@gmail.com](mailto:riversrodentsandreptilescic@gmail.com)

24. If you cancel the service of an Animal Handling Party Session you will lose the non-refundable deposit. If the full fee has been made at the time of the booking, River Lismer will return the fee minus the deposit fee to you via bank transfer or PayPal.

25. If you want to amend any details of the booking, either the number of people in the audience or age group; please email River Lismer on [riversrodentsandreptilescic@gmail.com](mailto:riversrodentsandreptilescic@gmail.com)

#### Liability

26. River's Rodents and Reptiles C.I.C. has Public Liability insurance from ExoticDirect, underwritten by Brooks Braithwaite (Sussex) Ltd, 4 Bridge Road Business Park, Bridge Road Haywards Heath, West Sussex, RH16 1TX. 39. The Public Liability covers £5,000,000

27. River's Rodents and Reptiles C.I.C. has legal liability to third parties, including related legal costs if a third part is injured or their property is damaged and for the cost of compensating

anyone who is injured by an animal used in the Animal Handling Session. Excess of £250 for each and every third party property damage claim.

#### Food Allergies and Tolerances

28. You must complete the allergies and tolerances box on the booking form. If allergies and tolerance are not made aware of at least 48 hours prior to the Animal Handling Party Session, especially allergies, the particular person will not be allowed to attend due to the risk of cross contamination.

29. The Children's Buffet will be available after the Animal Handling Session and once everyone has washed their hands.