



Terms & Conditions 2014

We & Us refers to Mayflower Exotics

You & Your refers to the client

Booking

- Provisional booking can be made over the phone or internet; however your booking will not be confirmed until we have had the opportunity to meet you and we have received your deposit. We like to do this face to face so we can discuss any specific requirements you may have.

Payment

- We ask a 20% deposit on all our party bookings. The rest of the outstanding amount can be paid on the day of your party or in instalments between booking time and party date.
- Deposits are none refundable. Although with 30 days' notice we can move your date.
- Payments can be made in cash or PayPal.

Cancelling

- Cancellation is only accepted by written word. E-mail or letter is acceptable. We reserve the right to charge the full amount if we haven't received written confirmation of cancellation. We will reply to any cancellation to confirm.

Our Animals

- Although we offer the opportunity for you to choose which animals we bring along, we reserve the right to choose a suitable replacement if the animal selected is under the weather.
- Our animal's welfare is our first priority. If we feel that an animal we have brought is under stress we reserve the right to withdraw it from display.
- Before we start getting our animals out for your guests to enjoy we ask that any balloons are put away.

Guests

- We have a maximum number of guests we allow at one of our parties to 20 (this doesn't include parents/carers in the case of a child's party). This is to ensure we get the opportunity to allow each guest to interact with as many animals as possible.
- The guest's behaviour is the responsibility of the hosts, if any guest is behaving in a way that makes our animals uneasy we reserve the right to pause the party. We suggest for children that there are more than 1 or 2 adults to supervise.

Hygiene

- Hygiene is of paramount importance to us and we will supply hand sanitizer to keep your guests (and our animals) safe.
- We will ensure that we clean up after ourselves before we leave as some of our animals can be messy.

Our pledges to you

- In the event of illness to one of our main presenters we will do our best to supply a suitable replacement, however if this is not possible, we will return at a later date with a 40% discount.
- Sometimes things out of our control will prevent us making it to your party on time, or at all. Again we will strive to get to you but if this isn't possible we will return at a later date with a 40% discount.
- If you are unhappy with anything our presenters do or say please try not to interrupt your party, we will listen to any grievances at the end. We also give you the chance to have your say on our service through our performance questionnaire after your party.

I hereby agree to the above terms and conditions;

Signed (client/s) _____ Printed: _____ Date: _____

(Mayflower Exotics) _____ Printed: _____ Date: _____