

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. Although River Lismer endeavours to arrive at least 15 minutes prior to booking time in order to set up; travelling with live animals poses several issues which can affect our arrival time and are beyond our control.
6. River's Rodents and Reptiles C.I.C. reserves the right to cancel a session in severe weather conditions, for example heavy snow or heat wave. The safety and welfare of the animals is the priority. Should this happen, we will reschedule at no extra charge.
7. River Lismer cannot guarantee the availability of individual animals on any particular day as their welfare is our priority. Apart from the Blue Tongue Skink, of which there is only one in River's Rodents and Reptiles C.I.C. collection, each of the other species there is a pair of; of which one of the pair will be part of the service of an Animal Handling Session.
8. 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.

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

Your obligation

10. You must ensure there is a specific area for the service of an Animal Handling Session to take place in.
11. You should provide adequate parking facilities, or inform River's Rodents and Reptiles C.I.C. where the nearest parking is and if any parking charge is required.
12. Seating for the audience member must be provided by yourself, either benches, chairs, cushions or mats.
13. No more than 30 people can participate within each 1 hour session.
14. It is your responsibility to ensure a Safeguarding Policy is in place.
15. No children under the age of 5 are to hold the animals. Children aged 3 to 5 must only touch the animals whilst the animals are handled by an experience person, namely River Lismer.
16. No children under the age of 3 are to touch the animals, without adult assistance.
17. River's Rodents and Reptiles C.I.C. will provide anti-bac gel to be used after the Animal Handling Session and give verbal instruction on hand hygiene. It is your responsibility to provide adequate hand washing facilities with soap and hot water to be used before the session.
18. Please turn off music and remove loose balloons and ride on toys from the area where the animal handling session will take place.
19. 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.
20. 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

21. The fee of £78 per each hour booking is a fixed price for River's Rodents and Reptiles C.I.C. Animal Handling Session.
22. You must pay either the £10 deposit or the full £78 fee, plus travel cost, at the time of booking the service of an Animal Handling Session to secure the booking time and date. Bookings are made through Bookingbug.com website and are paid for via PayPal or by secure Debit/Credit Card.
23. If just the £10 deposit has been paid to secure the service of an Animal Handling 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.
24. The fee of £125, plus travel cost, for a half day (Maximum 3 Hours, to be split as required), either morning (9.00 to 12.00) or afternoon (13.00 to 16.00), is a fixed price for River's Rodents and Reptiles C.I.C. Animal Handling Sessions.
25. You must pay either the £20 deposit or the full £125 fee, plus travel cost, at the time of booking the service of an Animal Handling Session to secure the booking time and date. Bookings are made through Bookingbug.com website and are paid for via PayPal or by secure Debit/Credit Card.
26. If just the £20 deposit has been paid to secure the service of an Animal Handling 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.
27. The fee of £250 for a full day, plus travel cost, (Maximum 6 hours, to be split as required), is a fixed price for River's Rodents and Reptiles Animal Handling Sessions.
28. You must pay either the £20 deposit or the full £250 fee, plus travel cost, at the time of booking the service of an Animal Handling Session to secure the booking time and date. Bookings are made through Bookingbug.com website and are paid for via PayPal or by secure Debit/Credit Card.
29. If just the £20 deposit has been paid to secure the service of an Animal Handling 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.
30. The fee is inclusive of any applicable VAT.

31. Receipts for payment via cash or cheque will be issued by River Lismer upon your request.
32. All payments must be made in British Pound Sterling.
33. If you do not pay the deposit or the full fee at the time of booking the service of an Animal Handling Session, the session is not secured.
34. The deposit is non-refundable unless River Lismer fails to provide the service of an Animal Handling Session and it cannot be rearranged for another time or date.

Cancellations and amendments

35. To cancel a booking please either phone on 07763810250 or send an email to riversrodentsandreptilescic@gmail.com
36. If you cancel the service of an Animal Handling 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.
37. If you want to amend any details of the booking, either the venue address, number of people in the audience or age group; please email River Lismer on riversrodentsandreptilescic@gmail.com

Liability

38. River's Rodents and Reptiles C.I.C. have 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
40. River's Rodents and Reptiles C.I.C. has legal liability to third parties, including related legal costs if a third party 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.

Travel Cost

41. To all postcode areas, travel is charged at 0.45p per mile and 0.18p per minute of travel time. This price covers to and from the venue. The travel cost price will be quoted at the first enquiry. This price is fixed and will not change if there is delay in traffic.