

Animal Magic

[www.animal-magic.co.uk](http://www.animal-magic.co.uk)

**Animal Magic Terms and Conditions**

**Client and Artist Terms of Booking:**

Upon receiving the conformation of booking either by phone call, text or email, you are required to check through the details and notify us if any information is inaccurate. If this is so, we will make any changes and resend by email/text for confirmation. Once you are satisfied that the confirmation reflects your booking accurately, you are required to acknowledge this is writing either by email or text. By acknowledging that the confirmation is proceeding as stated, you also accept the terms by which we operate.

Your confirmation email/text must be replied to within 72 hours. If no such response is made, we may assume that you have had a change of heart. We will then release the date and you may lose the booking should a subsequent enquiry from another client be made.

We will always take reasonable steps to contact you by telephone and email before removing your booking from the diary.

We suggest you write down the telephone numbers for Lindsey Parker 07979692423 and Gemma Parker 07411271414 and our email address [animalmagicevents@gmail.com](mailto:animalmagicevents@gmail.com) – so you can contact us at any time should your computer fail.

**Payment:**

Private clients – Payment of the contract is due on the day of the event. We do not offer credit terms without prior discussion and agreement being stated, in writing, on the confirmation email/text.

Private events/parties- are required to pay by cash at the end of the event or bank transfer 2 days before the event.

School, PTS’s and Other Organizations – Payment can be made by BACS or cheque, the presenter will provide your organization with a numbered invoice on or before the day of event. Payment terms are 30 days maximum from the date of the event.

Payment can be made in cash or cheque for Animal Magic shows.

NOTE: If you are having the event at your home address, payment can be in the form of cash or cheque.

If you are having the event at an alternative venue, the payment is cash only. This eliminates the risk of being given fictitious home addresses and the cheque not being valid. Please understand this is not a reflection on you personally, but these terms apply to each and every client.

Cheques are only excepted outside home addresses where we are appearing at and on behalf of a business or any such body where the address relates directly to the organizers of the event as their ‘head quarters’, business premises or educational premises.

**Cancelling:**

You are required to give reasonable notice should you wish to cancel the booking.

Reasonable notice under current Equity guidelines is up to 30 days prior to the date of the event. We reserve the right to charge 50% of the value of the engagement should you cancel the booking 14 days prior to the scheduled event date. We reserve the right to charge you 100% of the value of the engagement should you cancel the booking the day before and morning of the event.

In certain exceptional circumstance, we may use discretion and elect to waive the charge if we feel it is appropriate to do so.

Any booking made within the 30-day window prior to the engagement, maybe cancelled by you without any monies being owed within the first 72 hours following your booking. After such time, the same conditions apply as stated above.

No cancellation shall be effective unless we receive confirmation in writing (email/text). We will confirm receipt of any such notice by return. It is your responsibility to satisfy yourself that we have received any such notification. If you do not receive notice that we have received this instruction, you should email/text again and telephone to ensure that the cancellation is confirmed.

Fail to do so will result in required payment of 50% of the agreed engagement.

**Withdrawal of Animals:**

We reserve the right to withdraw any or all of the animals scheduled to appear at your engagement.

* Illness or death of the animal prevents us from showing that particular species.
* All animals participating in interaction will need to pass health and safety checks on the morning of travel. We will where possible replace animal/s with other suitable species.
* No Animals are 100% guaranteed to attend any and all events.
* In circumstances where we feel the animal’s health and safety might be compromised.
* In circumstances where we feel an audience or individual members of the audience’s health and safety might be compromised.
* When weather may cause the animals stress or harm.

**Parking:**

We ask that, where possible, you provide a parking space for medium sized van as close to venue as is realistic.

Should parking costs be incurred, this may be added to the overall cost of the event.

Driver for van can be hired for a daily rate depending on time and travel costs.

**Hand Washing:**

Your venue is required to provide adequate facilities for hand washing.

All participants wishing to interact with animals should wash their hands before and after touching animals. Animal Magic will have antibacterial hand gel with them, but it is recommended to wash hands with warm water and antibacterial soap for afterwards.

**Acceptance of the Terms and Conditions:**

You, the Client, agree to the terms and conditions in full when you confirm the booking (see terms of booking). Any objections to these terms and conditions must be made prior to you confirming the booking. Where a compromise cannot be reached to an objection you have made, we reserve the right to cancel the engagement.