

Pony Party Terms & Conditions

IMPORTANT – PLEASE READ

These Terms and Conditions apply to all Pony Parties. Acceptance of these Conditions creates a legally binding contract between you (the Client, Organiser, or “you”) and **Pony Perfect Limited**.

It is your responsibility to familiarise yourself with these Terms and Conditions. If you do not understand, or have any questions regarding these Conditions, you should contact Pony Perfect without delay for clarification.

These Terms and Conditions may also be referred to as the **Pony Party Contract**.

Pony Perfect Limited is a company incorporated and registered in England and Wales with Company Number **16810148**.

Booking & Payment

Full payment is required at the time of booking and, in all cases, no later than **seven (7) days** before the event.

Alternatively, a **25% non-refundable deposit** of the total booking value may be paid to secure your booking and chosen date.

If full payment has not been received at least seven (7) days before the event, your booking will be cancelled and any monies paid will be refunded, less the 25% non-refundable deposit.

Safety & Welfare

Pony Perfect reserves the right to end the event immediately, without refund, if:

- The ponies become distressed or agitated.

- The ponies are mistreated in any way.
- Instructions given by Pony Perfect staff are not followed by children or adults.
- We believe it is unsafe to continue.

We will not attend any venue or confirm a booking until we have assessed the venue and completed a risk assessment.

Photographs, Google Earth and Google Street View may be used to provide an initial assessment before a physical inspection if required.

Party ponies must always be kept in a calm, safe environment away from loud activities.

Changes, Cancellation & Refusal of Service

If circumstances beyond our control arise, Pony Perfect reserves the right to modify or terminate the service without notice.

Where the service is terminated by Pony Perfect due to circumstances beyond our control, payments will be refunded less the 25% non-refundable deposit.

We reserve the right to refuse service to anyone at any time.

Health & Safety

Failure to follow this guidance may result in Pony Perfect accepting no liability for any injury or accident. For example, if a child is not wearing sturdy footwear and is accidentally stepped on by a pony.

Verbal or written abuse, including threats towards any Pony Perfect staff member or animal, will result in the immediate termination of the event.

Weather Policy

As Pony Parties are outdoor events, weather conditions may affect your booking.

In the event of heavy rain or high winds, Pony Perfect may be unable to attend for safety reasons.

A weather assessment will be carried out the day before your event.

Where possible we may:

- Adjust the arrival time.
- Move the booking to another available date.

If the event cannot proceed and no suitable alternative date can be agreed, a refund will be issued less the 25% non-refundable deposit.

Booking an outdoor activity acknowledges acceptance of this weather-related risk.

Responsibilities of the Client

The Client is responsible for obtaining permission and informed consent from the parents or legal guardians of all invited guests.

Parents or guardians must ensure guests are aware of these Terms and Conditions, including all safety requirements, risks and disclaimers where they are not attending the event themselves.

Children and vulnerable persons remain the responsibility of their parent, guardian, carer or other responsible adult aged 18 or over at all times and must always be supervised.

Clothing

We appreciate attendees may not be wearing suitable clothing or footwear for pony interaction so will manoeuvre the ponies in a

way to limit potential injury. Wherever possible, hard shoes are preferred.

Other Animals

Although Pony Perfect loves all animals, all dogs and other pets must be kept away from the event area.

Registered assistance dogs are permitted near the pony interaction area.

Animal Welfare

Like all animals, ponies may occasionally need to relieve themselves during an event.

Whilst Pony Perfect staff will do everything possible to minimise this, it cannot always be prevented.

Should this occur, staff will clean the affected area promptly.

Acceptance of Risk

By making a booking you acknowledge that all live animals carry an inherent risk of injury.

Whilst Pony Perfect takes every reasonable precaution to minimise risks, animals can behave unpredictably if frightened, startled or injured.

By booking a Pony Perfect event you:

- Accept these risks.
- Agree to follow all instructions given by Pony Perfect staff.
- Accept responsibility for ensuring all participants comply with safety guidance.

Force Majeure

If circumstances beyond our control prevent the event from taking place, including but not limited to:

- Natural disasters
- Disease outbreaks or pandemics
- Government restrictions or lockdowns
- Suspension of operations by our licensing authority (SKDC)

Pony Perfect reserves the right to:

- Rearrange the booking to a later date without providing a full refund; or
- By mutual agreement, issue a refund less the 25% non-refundable deposit.

This policy reflects the ongoing care, welfare and associated costs of maintaining live animals.