



Scaled Adventures

Event Booking Terms & Conditions

1. Booking & Payment

- A booking is confirmed upon receipt of a **25% non-refundable deposit**
 - The **remaining balance must be paid prior to commencement of service**
 - By confirming a booking, you agree to these Terms & Conditions, please complete the box below
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2. Event Details & Booking Information

- Full event details must be provided at the time of booking, including date, venue, timings, attendee numbers, and any specific requirements
 - Any changes to the agreed booking must be confirmed in advance and may be subject to availability
 - Scaled Adventures will confirm the agreed event package, timings, and requirements before the event date
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3. Venue Requirements & Setup

- The venue or event space must be safe, suitable, and ready for setup before the agreed arrival time
 - The client is responsible for ensuring appropriate space, access, parking, and any venue permissions required for the event
 - Any hazards, restrictions, or venue rules must be disclosed in advance. Any other animals or pets must be secured away from the area the booking is taking place in. In the case of community events Scaled Adventures will not provide a handling experience to any person who attends with a dog or other animal within their control.
 - Scaled Adventures is not responsible for delays or issues caused by unsuitable venue conditions or incomplete event arrangements
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4. Scope of Event Service

- Services will be provided as agreed at the time of booking and may include demonstrations, educational talks, animal encounters, or other pre-arranged activities
- Only the services, timings, and activities confirmed in the booking are included
- Additional activities, extended time, or changes on the day may incur extra charges and are subject to availability

5. Event Preparation & Client Responsibilities

- The client must provide accurate information about the event type, age range of attendees, expected numbers, venue layout, and any accessibility or safety considerations
- Where events involve children or vulnerable attendees, suitable supervision must be provided by the client or venue at all times
- The client must ensure that guests follow any safety instructions given by Scaled Adventures during the event
- Failure to provide suitable conditions or supervision may result in parts of the service being amended, delayed, or cancelled for safety reasons

6. Animal Interaction & Safety

- Animal interaction will be provided where appropriate, safe, and suitable for the animals involved
- All interaction is carried out with animal welfare and attendee safety as the top priorities
- Scaled Adventures reserves the right to limit, change, or stop animal handling at any time if necessary
- Attendees must follow all instructions given before and during any animal interaction

7. Communication & Booking Updates

- Booking communication will usually be handled via email, phone, message, or WhatsApp where appropriate
- Clients must provide accurate contact details and respond promptly to any requests for information needed to finalise the booking
- Any changes to event details must be communicated as soon as possible
- Scaled Adventures will not be responsible for issues caused by missing, incorrect, or late information from the client

8. Access, Arrival & Event Timing

- The client must provide safe and reliable access to the venue at the agreed arrival time
- Clear instructions for entry, parking, unloading, and setup location must be provided in advance
- Delays caused by lack of access, unclear directions, or venue restrictions may reduce the event time and will not automatically reduce the booking fee
- Events will run to the agreed timings unless an alternative arrangement is confirmed by Scaled Adventures

9. Welfare, Health & Safety

- Scaled Adventures will take reasonable steps to ensure events are delivered safely and responsibly

- Animal welfare will always take priority over event activities, handling, or photo opportunities
 - Scaled Adventures reserves the right to remove an animal from the event, change an activity, or end a session if there are welfare or safety concerns
 - The client is responsible for ensuring attendees behave appropriately and follow instructions throughout the event
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10. Cancellations

- The **25% deposit is non-refundable**
 - Cancellations with short notice may be subject to additional charges
 - Where possible, bookings may be rearranged subject to availability
 - If an event cannot go ahead due to circumstances outside Scaled Adventures' control, including unsafe venue conditions, severe disruption, or failure to provide required information, charges may still apply
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11. Liability

- All reasonable care will be taken when delivering the event
 - Scaled Adventures is not liable for delays, disruption, or cancellation caused by unsuitable venue conditions, lack of access, attendee behaviour, or incomplete information provided by the client
 - The client remains responsible for the conduct and supervision of attendees throughout the event
 - Scaled Adventures is not responsible for personal belongings, venue issues, or incidents caused by failure to follow safety instructions
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12. Additional Charges

- - Additional time, activities, travel, waiting time, or services outside the agreed booking may incur extra charges
 - Changes requested after confirmation may affect the final price and are subject to availability
 - Any additional charges will be discussed where possible before being applied
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13. Agreement

By booking an event with **Scaled Adventures**, you confirm:

- All information provided is accurate and complete
- You have authority to make the booking and agree to these Terms & Conditions
- You understand that animal welfare and safety may affect how the event is delivered on the day

Acceptance of Terms

☐ I have read, understood, and agree to the Event Booking Terms & Conditions for Scaled Adventures.

Client Name: _____

Event Date: _____

Signature: _____

Date: _____