

Amanda's Creature Comfort's CIC

Events/Businesses/Council Run/Other Booking Agreement

By signing this document, you agree to abide by the following statements, so complying with our health and safety policy, and welfare of the animals. (**Other** describes establishments which fall under the categories of, but not limited to, youth groups, charities, CIC's, play centres).

1. Total guest numbers for the whole event will not exceed 20 guests, whether being actively involved with the hiring of the animals or not.
2. For events requiring more than 20 guests, an extra charge of £10 per person will be added to the total booking price (does not apply to 'family fun days').
3. For events whereby more than 20 guests are in attendance, for example a 'charity fun day', it will be required that a 'quiet room' or, if outside, a 'quiet area' is provided for the animal handling event to set up and take place. This is to secure the animals' welfare, away from loud noises (including bouncy castles, balloons, music, food stalls). Rotation of participants to 10 individuals at a time, will be put in place to not overwhelm the animals.
4. NO balloons, 'banger's, whistles or other shall be permitted in the same room/area where the animals are based. Any of these found in or near the animals, Staff of Amanda's Creature Comfort's CIC will ask for their removal.
5. If it is noted upon arrival/start of the event, that more than the agreed number of guests are in attendance, payment of £10 per unagreed guests will be asked for. If payment is not made then Amanda's Creature Comfort's CIC reserves the right to refuse completion of the booking with full balance payable on the day if not fully paid prior. If full payment is not received, then legal action will be taken. This does not apply to 'family fun day's'.
6. The venue in which the animal handling event will take place in, MUST have appropriate heating to maintain the animal's welfare in not allowing their temperatures to drop below 18C (for exotics), 15C (for mammals/birds). If this was to happen, a heating source must be sought for, i.e. nearby hot water source/ portal heater, otherwise Amanda's Creature Comfort's CIC reserves the right to stop the event and leave the premises.
7. For bookings agreed to be held outside, the weather must be favourable for the animals. A 'back up' venue/room must be on hand to move animals inside if the outside temperatures drop too low, and the animals' display signs of discomfort/distress. If this cannot be adhered to then Amanda's Creature Comfort's CIC reserves the right to stop the event and leave the premises.
8. All guests must be made aware prior to the animals' arrival, to **maintain their distance from the animals at all times**, unless invited up to meet them by a member of Amanda's Creature Comfort's staff team. Guests will be asked to back away if they approach prior to staff invitation.
9. All guests will be asked to sign a photograph permissions form prior to the event starting. Due to this, it is advisable that your guests arrive a minimum of 10 minutes prior to the animal handling session starting. Safeguarding is paramount to Amanda's Creature Comfort's CIC, and so the choice of the responsible adult will be respected. If guests are late to the event which has now started, the appropriate adult must sign the photograph permission form before their child/children can join.
10. **All guests/appropriate adults MUST take full responsibility for their child/children whilst** the animals are in attendance. Amanda's Creature Comfort's CIC does not take responsibility for any accidents occurring to unsupervised children/ participants of any age.
11. Staff of Amanda's Creature Comfort's CIC has the right to refuse access to the animals if any 'risk taking' behaviour is seen (11.)
12. 'Risk taking' behaviour is deemed by that of putting the animals, staff and public at risk. Examples would be, but not limited to, over-crowding of the display area, verbal or physical aggression to staff, refusal to follow staff instructions and guidance whilst in the animal display area, touching the animals without Amanda's Creature Staff permission, opening the animal's enclosures.
13. Amanda's Creature Comfort's must have their vehicle by the animals for outdoor fun days. This is to allow animals to be put away for 'rest period's and so away from the display area where possible. It also

limits transport disturbance from vehicle to display area, so maintaining the animal's welfare. If this cannot be met, Amanda's Creature Comfort's CIC must be allocated a display area near the vehicle parking area. If 'risk taking' behaviours are noted and not controlled by the events team who hired Amanda's Creature Comforts' CIC, the animal's will be placed in the vehicle out of harm's way to maintain their safety.

14. The public will be addressed before we begin on our safety rules and behaviours we would like to see when around our animals to keep both participants and animals safe and happy during our time with you.

Please sign and send back to Amanda's Creature Comfort's CIC within 3 days of receiving for your booking to go ahead.

Full Name:

Signed:

Date: