**Important Information**

**RAKOW RANCH LLC**

1. Payment: The total balance is due paid by check prior to the arrival of the petting zoo. Cash is acceptable if paid upon arrival of the petting zoo and agreed upon. Thank you for being diligent in this. \*Checks can be made out and mailed to-

Garrett Rakow

8408 Wildwood Ave

Saint Bonifacius, MN 55375

1. Deposit: A non-refundable deposit based on the total is due upon booking. Rakow Ranch LLC will inform you of the deposit amount. Please refer all questions to Rakow Ranch.
2. Cancelation Policy: If severe inclement weather is forecasted for the time that your event is scheduled, the client has the right to postpone the event. Rakow Ranch LLC can accommodate rainfall or a last minute change to indoors. Please reach out to learn more. Please notify us of the postponement before we begin travel to your event. The client may reschedule the event within 120 days of the original event date. If the postponement of the event is made after travel to the event has begun, there will be a charge of 25% of the invoice price plus travel expense. Once the petting zoo has arrived, the full amount for the booked service becomes due, and postponement of the event is not an option.

B. Cancellations of any nature will be charged a cancellation fee. With signing this agreement and submitting it, the client agrees to the following cancellation fees. The Deposit is non refundable.

a)Cancellations 30 days prior to the event, will be charged $100 dollars.

b) Cancellations 2 weeks prior to the event, will be charged 25% of the amount owed.

c) Cancellations 24 hrs prior to the event, will be charged 50% of the amount owed.

C. Contact: Direct contact will need to be made with receiving a response if you plan on canceling or postponing. You must try to call first and if no one is reached, text 612-430-3412 or email [rakowranch@gmail.co](mailto:rakowranch@gmail.co)m. Please do your best to make sure you have a response. The cancellation or postponement will not be accepted if contact has not been attempted. If you do not observe this, the event stays on schedule, and the full balance becomes due.

D. Disclaimer: We reserve the right to cancel services for circumstances beyond our control (Animal illness, equipment failure or sick employees) or due to extreme heat or extreme cold during summer and winter or when the weather could risk the health of our animals.

1. Dog policy: Please keep all dogs restrained or put away during the event.
2. Petting zoo requirements: Animals cannot be kept in areas that have been chemically treated (fertilizer or pesticides) within the past 7 days due to possible danger to the animals. Animals may be set-up on grass, dirt, concrete, or asphalt but not on steep slopes.
3. Arrival & Set-up: RAKOW RANCH LLC will arrive at your event prior to scheduled time to allow for set-up. We usually arrive 10 minutes to 1 hour before the scheduled start of the zoo to allow this to happen. Animals can be finicky, and traffic or vehicle/trailer problems can occur. We will inform you of a delay in our arrival if this is the case.
4. Clean up: Rakow Ranch LLC is responsible for the removal and disposal of any wastes created by the animals. We will do our best to clean up after the animals as quickly as possible. If we miss some droppings, please let us know so we can get it taken care of. If set-up on grass, there will be an amount of flattened lawn from hooves or the use of a tarp. A small amount of hay, shavings, ECT are possibilities after we've cleaned an area, but our goal is to leave everything as clean as possible.
5. Extended travel: For the safety and comfort of our animals, we ask that any bookings more than a 2 hour drive extend their booking by an equivalent duration. For example, if you're a 3 hour drive from Minnetrista, MN, we ask that you book a minimum of 3 hours to give the animals time to rest between trips.
6. Equipment: We will provide all the fencing and equipment needed to contain and care for the animals during the zoo. We will also bring our own water.
7. Animal attendance: As a general rule we can't guarantee that a particular animal will be at a zoo. The animals can be required to stay home due to being sick, injured, moody, and simply worn out. We do have multiple goats, sheep, ducks, chickens and rabbits, most every zoo that has booked these animals is very likely to have them. The alpacas, llamas, and ponies can't be guaranteed as easily. Rabbits may also be left at home if it is too hot outdoors when an indoor location is not available. If there is a particular animal you're interested in, we will do our best to bring them. We do reserve the right to make "day of event" decisions regarding the animals we bring- once in a while we determine that an animal is not up for handling on a particular day. If an animal is unable to attend, we will make a substitution with other animals. Unfortunately, we do not offer refunds for an animal that is unable to attend, but we will find a substitution and try to reach you via phone to inform you of the change.
8. Nature of animals: The animals we will bring are farm animals and most live outdoors. They will act naturally at a petting zoo, which sometimes means digging – especially rabbits. We will attempt to minimize any impact to the grounds we are on, but please be aware, animals can cause damage to the lawn. Please be aware, animals even in safe situations, can act in unpredictable manners. Also, some animals are more likely to explore with their mouths- e.i. rabbits, goats and young animals. They normally do not bite, but may chew on clothes, shoes, fingers, etc. if allowed to contact their mouths. Chicks and chickens may peck at shiny things as they think they’re something edible. Please be careful to keep fingers away from the mouths of the animals.
9. Health & hand washing: All the animals we bring are checked and vaccinated against diseases common to the area. We will not bring a sick or injured animal to the zoo. We will provide a hand sanitizer hand washing station for the convenience of your event.

NOTE: The Minnesota Department of Health does not condone the use of hand sanitizer alone following a visit to a petting zoo. They recommend washing with soap and running water. Due to the mobile nature of our petting zoo, we cannot provide a sink and running water for our zoos, but we will place signs at the zoos recommending people to wash their hands following their visit to the animals.

**Client responsibilities**

1. Set-up location: Please let us know where the petting zoo will be located on the property prior to our arrival so we are able to set up upon arrival.
2. Feeding: Please only feed the animals that are approved for feeding. Some animals simply are not safe to hand feed or have a special diet.
3. Troubleshooting: Please let us know if something isn’t working for you and we’ll do our best to make it right! We can't fix it unless we're aware of an issue. Our goal is to make this a great experience for everyone involved.

We hope you have fun meeting the animals and are excited to work with you!

Thank you!

RAKOW RANCH LLC

I have read and understand this document.

Client's name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature & date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address, date, time of event-

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Special notes & requests \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_