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**ONSITE SESSIONS & PROGRAMMES TERMS AND CONDITIONS**

**OUR PROMISE TO YOU**

Our aim is to provide a high-quality service and support. If you have any queries regarding our service, please speak to your company contact immediately. If you have any cause for concern, we will endeavour to address this once communicated to us.

We will respect the confidentiality of your organisation in all projects undertaken and will act with integrity and honesty in our dealings with your organisation.

**BOOKING & COSTINGS**

Unless agreed and stated on a confirmation of order, our charges are based upon a delivery rate by time and to reflect the complexity, urgency and importance of the work undertaken for you.

The agreed work for sessions will be charged at £35 per hour

We will add the following to our charges if appropriate:

* Disbursements incurred on your behalf at cost
* Expenses such as travel mileage, rail fares, flights, car parking, accommodation, meals etc. Our present mileage rate is £0.50 pence / mile for road travel.

Most work is undertaken at an agreed fixed price and we will always notify you of any unforeseen charges prior to you incurring the expense.

If the work requires additional time over the original estimate of costs, then we will gain your approval prior to commencing the work.

If you wish to make a session / programme booking, please contact us by e-mail, Messenger or telephone to check the availability of your preferred date and time. (We have limited availability at weekends and after school so early booking is advised).

**PAYMENT OF ACCOUNTS**

Invoices are payable within 7 days of the invoice date unless otherwise agreed in writing.

Invoices will be agreed and sent per session, monthly, half termly or termly.

In the event that the account is not settled on the agreed date we reserve the right to suspend all work and retain all documentation related to the work.

We will make additional charges on a daily rate of 3% of unpaid account per day of late payment.

**CANCELLATIONS / CHANGES**

We will make a charge for cancellation of work at the following rate:

* Less than 14 days’ notice - charged at 100% of session / programme value or part thereof
* 15 to 30 days’ notice - charged at 50% of project value or part thereof
* 31 to 45 days’ notice - charged at 25% of project or part thereof
* Over 45 days’ notice - no charge will be made unless for materials or equipment produced or purchased for the project.

\*In the unlikely event that Fields of Dreams having to cancel a session, you can choose to have a full refund or book an alternative date.

**GENERAL SAFETY**

Safety is paramount at Fields of Dreams. Please book your sessions with full confidence that all Health and Safety regulations and legal requirements are adhered to.

* Whilst every effort has been taken to ensure all animals provided are safe, they can be unpredictable at times so please be mindful of this.
* Whilst we have tried to make safe all areas, we cannot be held responsible for any damage or injury caused whilst on our premises.
* All children / vulnerable adults are to be supervised at all times whilst onsite.
* No food is allowed around any of the animals unless supervised by a member of staff.
* No visits to Fields of Dreams are permitted without an agreed appointment.

**SAFETY FOR CHILDREN & VULNERABLE ADULTS**

* It is assumed that all children / vulnerable adults attending the farm / session have parental / carer consent.
* Please inform all parents / carers that there will be contact with animals as some people may be allergic.
* Please use the booking form to inform us of any known conditions, health issues or allergies which may be affected by the activity.
* We start all of our sessions us running through a child-friendly safety talk to provide all visitors with an understanding of how to move around the farm and the animals safely.
* We will supervise children / vulnerable adults handling any animals, but very young children may need to be assisted during a session by a parent / carer.
* No open toe shoes please. Shoes/boots/wellies with a hard sole & small heel are most suitable.
* Animals may be led at walking pace only unless ponies are being used in an equine facilitated learning session.
* Animals are NOT to be fed unless authorised by the handler.
* We provide hand sanitising gel and wipes, but always recommend thorough hand washing with hot water and soap after any animal related activity.
* Please note that photographs of the session will be taken and may be included on our website or literature for publicity and advertising purposes. Please be assured that children will not be named, and details are securely protected in line with Data Protection
* If parents/guardians do not wish for their child’s photo to be used for this purpose, we request that they advise us of this on the booking form.

**SAFETY FOR ANIMALS**

* Our gentle animals are very used to excited children and the environment, but we do ask that children must be sensible and calm when they are in the designated animal areas.
* To minimise the risk of causing the animals to feel distressed/afraid, sudden noises should be avoided. We reserve the right to ask that a child be removed from the animal area if his/her behaviour is inappropriate and/or causing a risk to the animals or other people.
* Verbal or physical abuse of any kind to any animal or member of staff will result in the immediate termination of the session. We reserve the right to abandon the session at any time, without refund, if

-the animals become distressed or agitated

-the animals are mistreated in any way

-instructions from our staff are not adhered to by the children or the adults

-we feel it would be unsafe for us to continue with the service / event.

Please sign below to confirm that you have read, understood, and accept all terms and conditions as stated above.

Signed by\*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Organisation Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*If signing a hard copy please print your name rather than use your signature.

Thank you

Field of Dreams Farm.