

# ***Ollie & Friends Therapy and Party Ponies***

## **Terms & Conditions**

**If you've any questions, please do not hesitate to call or send me an email.**

### **Who we are.**

Ollie and Friends was founded by Sharon Garrett, in memory of her son Timmy, who suffered from Tuberous Sclerosis, a rare and debilitating brain disease.

Sharon and her wonderful team of people and ponies provide therapy visits to both children with life limiting illnesses and the elderly as well as coming to your venue and provided you with a themed pony party. By booking a party with us, you are helping to fund the charity work that we do.

**Please note that we are fully insured and licenced with Aylesbury Vale District Council No LC201806-24972 and hold a 5-star licence.**

### **What do our Parties Consist of?**

For a standard party we offer hand lead pony rides, Grooming and paint the pony rug – this is a white cotton rug that we put on the pony and the children design the rug with washable felt tip pens.

Because all children are different, we allow them to decide how they wish to use the time that you have booked. Some prefer to have as many rides as they can within the allotted time, whilst others like to do a bit of everything.

We can do additional activities at extra cost / on request. Including activity packs.

### **Contacting us**

If you need to reach us, either call us on 07780 707206 or email us at sharon@ollie-and-friends.co.uk

### **Travel**

Our prices include travel within a 25-mile radius of Adstock with additional milage charged at £1 a mile each way – this will be agreed with you at the time of booking.

### **Parking**

We have a small 3.5-ton lorry with a side ramp so will need adequate parking to your premises.

### **Pony functions (eg pony parties, pony experiences)**

Pony functions should be booked and paid for at least 12 hours before the event.

We reserve the right to cancel a pony activity up to and including the day of the activity in exceptional circumstances. Where possible we aim to notify you at least 48 hours before the activity,

however this is sometimes not achievable eg extremely poor and changing weather conditions. Should we cancel an activity you will be offered a full refund or an alternative date.

We aim to provide a safe and fun introduction to riding and ponies for younger children however it should be understood that riding is a 'risk sport'. Although our ponies are chosen for their temperaments, generally good natured and well trained, they are still 'flight animals' which means they can still be startled by loud noises (such as balloons popping) or sudden movement, so we ask that you follow our instructions and approach the ponies quietly from where they can see you.

**Children should be closely supervised by parents at all times around the ponies.**

Please note that we are usually busy preparing ponies on the morning of an event, which may delay our ability to return calls.

Wherever possible will use the most appropriate pony/ies for the function generally based on the age of the children involved.

We normally use one pony for up to 12 children. (1 pony for a pony experience unless you have booked a second pony)

We expect that those children not immediately around the pony are supervised by a suitable adult whilst we focus on ensuring those around the pony are enjoying themselves safely.

**Children under 5 should be accompanied by a responsible adult at all times.**

Most of our activities are available to children with a minimum age of 2, however for some activities we recommend a minimum age of 4.

We have regulation riding hats which the children **must wear** when riding.

**All children MUST wear shoes with a covered toe.**

**Whilst we take ever care that we can whilst children are grooming, we cannot be held responsible should the pony accidentally tred on their feet-**

**We recommend long sleeves for riding activities.**

**For insurance purposes all children must be led at walk whilst riding.**

**For safety reasons no dogs, no footballs/ ball throwing games/, no running / no screaming & no smoking allowed near the ponies.**

Our ponies are used to children and animals, but we do expect children to behave and reserve the right to ask parents to remove children who may/may potentially upset our ponies or other visitors.

If you have balloons around the garden, please be mindful that if this 'pop' unexpectedly, they are likely to make the ponies jump, so with that in mind, we ask you to limit balloons in the area that is designated for the pony rides.

For Health and Safety Reasons, pony rides have a strict weight limit of 32kg (5 stone) for the section A ponies and 20Kg (3 Stone) for the Shetland ponies and heigh limits of 1.4 metres (4.6") for the

Section A ponies and 1m (3.3'') for the Shetland ponies. If any children are outside these limits, then they will be unable to participate in the riding activities but can of course take part in grooming and any other games.

We are happy for adults to take photos of the children during the pony parties.

Whilst we have tried to make things as safe as possible, we cannot be held responsible for any damage to your property (hoofprints on your lawn, etc), or any injuries caused whilst on your premises.

Should you wish us to bring a pony into your house for grooming or require us to walk a pony through your house to gain access to your garden, then we take no responsibility for any damage- some of our ponies wear front shoes which may mark flooring this is entirely at your own risk.

If you need to change the date, we can sometimes re-arrange given at least a months' notice. Changes incur a £25 admin fee.

### **Pony parties**

Unless otherwise agreed, we recommend that you restrict the number of children to a maximum of 12 when using only one pony to enable each child to have a ride in the time provided. Should more children be attending the party then this will limit the time that each child has to ride.

Party bookings are subject to a non-refundable deposit of £100. If you are unable to go ahead with your party on your agreed date, we will attempt to arrange a different date as long as you contact us at least a month before your party. However, we are more flexible during the winter months as we understand that the children are not usually quite as hardy as the ponies!

Payment of the balance is due 1 week before the party. We prefer online payment via bank transfer.

**Permission for party goers to take part.**

**You must have the permission of the parents of the children attending your party to take part.**

**Whilst we take every care possible, riding is at your own risk.**

### **Cancellation Policy**

72 HOURS NOTICE must be given for cancellations or postponement or the full cost of the session will be forfeited. Prior to this, bookings can be amended or cancelled by the customer via email or text ([07780 707206](tel:07780707206)).

If 72 hours' notice is given your account will be credited and you will be able to reschedule within 3 months however no refunds will be made, this helps to avoid excessive alterations and disappointments. Thank you in advance for your cooperation in this matter. We suggest booking well ahead if you require a specific date or time.

**Party Cancellation** – Once a party booking is made the date cannot be changed within 2 weeks of the party taking place except with our discretion in an exception circumstance and subject to availability. After this date you will lose your deposit, under all circumstances including any Covid related illness.

We will only cancel your party in exceptional circumstance beyond our control, if this happened you will be contacted and offered an alternative date, however in extreme weather conditions when it becomes unsafe or not practical to ride or travel with the ponies an alternative date can be agreed upon. We find that ponies and children don't mind a little bit of rain if dressed appropriately.

We have tried our best to survive and be helpful during Covid but we are now having to stick to these strict terms to be able to carry on operating

### **Access**

Where possible we ask that steps into the party area are avoided- if you do have steps that the pony will need to negotiate, then please send us pictures so that we are able to confirm that it is viable.

**By paying your deposit you are agreeing to all of our Terms and Conditions**