



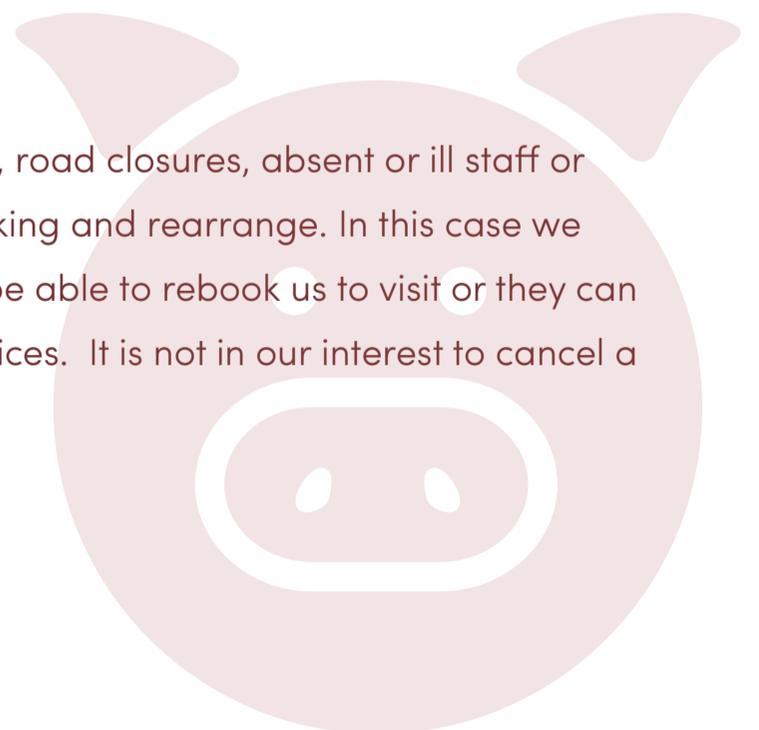
# Kew Little Pigs

## Terms and Conditions

**This terms and conditions document covers:** Schools, nurseries, Private parties, Piggy picnics, Photo shoots, Filming, Comprehensive guide to pig keeping, mini pig keeping and 1 hour viewings at the garden farm.

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- 1.** No livestock should be present during or before our pigs arrive at the visit due to infection control. This includes cloven footed animals.
- 2.** On the day of booking we require 50% of the fee upfront. Bookings made 24 hours before a visit will require full cash payment on the day. Deposits are non – refundable.
- 3.** Cancellations are non – refundable and the 50% deposit is required. Cancellations made 48 hours prior to the visit will require us to take a full 100% payment.
- 4.** We observe the pigs 48 hours before the visit and if we felt they were unwell or unfit to visit you then we would have to cancel due to health and safety and rebook at a more convenient time for both parties. This is because pigs are zoonotic, meaning they can pass illness onto humans and humans can pass them to pigs.
- 5.** In the event of a natural disaster, poor weather conditions, road closures, absent or ill staff or problems with transport we have the right to cancel the booking and rearrange. In this case we will give the client notice as soon as possible. The client will be able to rebook us to visit or they can claim a voucher which they can use on a number of our services. It is not in our interest to cancel a booking and is only done as a last resort.



- 6.** We may also cancel on arrival if we feel that the premises were to be unsuitable for the pigs. We may also cancel if the location on the booking confirmation was different . If there was no access to the location (e.g. 5th floor building block), there was unsuitable parking or the booking confirmation was not reviewed (e.g. food, toxic plants & substances). With this we would demand full 100% payment.
- 7.** If on arrival we were denied access due to lack of permission from the land owner we would leave and require a full 100% payment.
- 8.** During the visit if we were treated with any disrespect or we felt there was a risk to ourselves or our pigs we would leave without hesitation and require that we still be paid in full.
- 9.** If some guests at the visit are ill they will not be able to have direct access to the pigs as illnesses can be passed to them.
- 10.** We supply all food to our pigs and ask that no human food, by products and waste products are all cleared away and are nowhere near the pigs. It is illegal to feed the pigs anything other than pig feed or fruit and vegetables. Anything that has passed through a kitchen is also illegal to feed pigs. Human food should not be given to the pigs by anyone at the party.
- 11.** We are not prepared to work on any roof terraces, blocks without a lift, highly public areas (e.g. high streets). We also do not wish to work with any third party crews. We like to book with our client directly.
- 12.** On a booking videos and pictures can be taken for personal use only, unless agreed otherwise. In relation to media, film production, journalists and photographers, we insist that we have copies of both pictures and videos taken and that when the footage or pictures are released that our company name is advertised and spelt correctly and with contact details. We also require in writing what the intentions of the footage or pictures are. We are to be notified when the pictures / videos are released and we have the right to present it on our website or another disclosed source. We have the right to refuse any scenes or scenarios that we feel could be dangerous for our pigs or degrading towards them.

