

# Terms & Conditions

1. We will call you a few days before your party to confirm the party location, date, and any other party details. If you do not answer, please call us back to ensure that we have the correct information. 951-657-3339

2.

- If you are having pony rides, please have the release forms ready for parents to sign.
- If you are having our face painter please provide 2 chairs and a table for our artist.
- If you have hired “Banjo” the clown, please provide a chair.

3. In the case of inclement weather we will come unless it is a constant downpour of rain. If it is rained out, we will refund your deposit.

4. If you have booked a petting zoo, we will want to park/ or, at least, double park close in proximity to the place we will set up.

5. We are rarely ever late to a scheduled party/event. However, due to increased volume of traffic, inclement weather, and/or highway construction, your party is subject to a 30-minute leeway. In the event the animals are late, they will stay for the allotted time booked.

6. The balance is due the day of the party in the form of CASH. Gratuity is not included, but is greatly accepted (15-20% is appreciated).

7. We are more than happy to accept requests for a specific animal and will most likely be able to accommodate that request. However, due to schedules, or any other extenuating circumstance, you may not receive the specific animal that was requested. Please rest assured that each and every one of our animals are well kept, well mannered and eager to please.

8. In the event you decide to cancel, you will forfeit the deposit. You may have 14 days to reschedule, subject to our availability.

9. Lastly, remember to HAVE FUN. This will be an experience your child will never forget. Make sure to take lots of pictures!