



Bristol Reptile Encounters

Terms & Conditions of Service

These Terms & Conditions apply to all services provided by Bristol Reptile Encounters, including but not limited to: mobile parties, on-site parties, 1-2-1 experiences, family experiences, educational visits, public handling sessions, and events.

By making a booking, paying a deposit, or attending a session, you agree to be bound by these Terms & Conditions.

1. Definitions

- “Company”, “We”, “Us”, “Our” = Bristol Reptile Encounters
 - “Client” = the person, organisation, or entity making the booking
 - “Participants” = all persons attending or taking part
 - “Session” = any service, booking, or experience provided
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2. Bookings & Formation of Contract

- All bookings are subject to availability.
 - A contract is formed upon receipt of a deposit or full payment.
 - The Client warrants that they have authority to agree to these Terms on behalf of all Participants.
 - Any variations must be agreed in writing by the Company.
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3. Payment Terms

- A **£30 non-refundable deposit** is required to secure a booking unless otherwise agreed in writing.
 - Unless otherwise agreed:
 - Private bookings must be paid in full **no later than 7 days prior** to the Session
 - Schools and organisations must pay **within 14 days following** the Session
 - The Company reserves the right to:
 - cancel bookings where payment is not received
 - charge a **£30 late payment fee**
 - refuse future bookings
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4. Cancellations & Amendments

- Deposits are strictly **non-refundable**.
- Requests to reschedule are subject to availability and are not guaranteed.
- The Company reserves the right to amend, postpone, shorten, or cancel any Session due to:
 - illness (staff or animals)
 - adverse weather conditions
 - transport or operational issues
 - unsuitable venue conditions
 - animal welfare requirements

Where possible, alternative arrangements will be offered. No compensation is payable.

5. Animal Welfare

Animal welfare is the **overriding priority** of the Company and shall take precedence over all other aspects of service delivery.

All animals are continuously assessed before, during, and after each Session. The Company reserves the absolute right, at its sole discretion, to:

- remove any animal from participation
- substitute or rotate animals
- reduce or restrict handling
- pause, modify, or restructure the Session
- terminate the Session in whole or in part

Such action may be taken where, in the Company's opinion:

- an animal is showing signs of stress, fatigue, or discomfort
- environmental conditions are unsuitable
- Participant behaviour risks animal welfare

- operational or welfare thresholds have been reached

All decisions relating to animal welfare are **final and non-negotiable**.

No refund, discount, or compensation shall be provided where a Session is altered or curtailed for welfare reasons.

6. Animal Availability

- The Company endeavours to provide a varied and engaging selection of reptiles, which may include snakes, lizards, and tortoises.
- Due to the nature of working with live animals, **specific species or individual animals are not guaranteed under any circumstances**.
- Animals are selected on the day based on:
 - health and physical condition
 - temperament and behaviour
 - environmental and venue conditions
 - transport suitability
 - welfare requirements
- The Company reserves the right, without prior notice, to:
 - substitute animals
 - reduce the number of animals
 - alter the selection of animals attending

Such decisions are made solely in the interests of animal welfare.

7. Participant Conduct & Safety

All Participants must comply with instructions given by Company staff at all times.

Participants must:

- only handle animals when instructed
- not touch animals' heads unless permitted
- remain calm and avoid sudden movements
- not run within the activity area
- keep food and drink away from animals

The Company reserves the right to:

- refuse participation to any individual
- remove Participants from the Session
- terminate the Session

where behaviour is deemed unsafe, disruptive, or likely to compromise welfare or safety.

No refund shall be given in such circumstances.

8. Children & Supervision

- All children remain the responsibility of a parent, guardian, teacher, or group leader at all times.
 - An adult aged 18 or over must be present unless otherwise agreed in writing.
 - The Company is responsible for delivering the Session and managing animals, not for general supervision of Participants.
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9. Allergies, Medical Conditions & Phobias

- The Client must notify the Company in advance of any:
 - allergies
 - medical conditions
 - phobias
 - additional needs
 - Participation is voluntary and at the individual's own risk.
 - Contact with animals, insects, bedding, or natural materials may not be suitable for all individuals.
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10. Photography & Media

- Participants may take photographs for personal use.
- The Company may capture images or video for marketing and promotional purposes.

Consent may be obtained via:

- booking forms
- written agreement
- event signage

The Client must inform the Company in advance if they do not consent.

11. Venue Requirements

For mobile bookings, the Client must provide a suitable environment including:

- adequate space
- safe and secure conditions
- appropriate temperature
- controlled noise levels

The Company reserves the right to modify or withdraw services where a venue is deemed unsuitable.

12. Travel, Access & Parking

- It is the **Client's sole responsibility** to ensure that:
 - suitable and safe parking is available
 - parking is within a reasonable distance of the setup area
 - access is clear for unloading animals and equipment
- The Client must disclose in advance:
 - parking restrictions
 - permit requirements
 - access limitations
- Where adequate parking or access is not available, the Company reserves the right to:
 - delay the Session
 - modify the service
 - reduce Session duration
 - cancel the booking
- Additional charges may apply where access issues cause delay.

The Company accepts no liability for disruption caused by inadequate access or parking.

13. Health & Hygiene

- Participants must follow hygiene instructions provided by staff.
 - Hands must be sanitised where required.
 - Participation may be refused where illness presents a risk.
 - Open wounds must be covered.
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14. Limitation of Liability

- Interaction with animals carries inherent risk.
- By participating, individuals accept these risks.

The Company shall not be liable for:

- injury or damage arising from failure to follow instructions
- behaviour of Participants
- undisclosed medical conditions

Nothing in these Terms excludes liability where it would be unlawful to do so.

15. Right to Refuse or Withdraw Service

The Company reserves the right to refuse or withdraw services without refund where:

- animal welfare is at risk
 - safety is compromised
 - behaviour is abusive, threatening, or inappropriate
 - the venue is unsuitable
 - booking information is inaccurate or misleading
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16. Force Majeure

The Company shall not be liable for failure or delay in performance due to events beyond its control, including but not limited to:

- severe weather
 - road closures
 - illness
 - mechanical failure
 - emergencies involving animal welfare
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17. Insurance & Licensing

- The Company holds appropriate insurance cover.
- The Company operates under the relevant animal activity licence.
- Staff are DBS checked where required.

Documentation is available upon request.

18. Entire Agreement

These Terms & Conditions constitute the entire agreement between the parties and supersede any prior agreements or representations.

19. Acceptance

By making a booking, payment, or attending a Session, the Client confirms acceptance of these Terms & Conditions in full.