



## TERMS OF SERVICE

**Terms of Service apply to any booking made with HPPR (Horseshoe Park Pony Rides). These Terms of Service inform the client (You/Your) about the terms of and conditions on which HPPR (We/Our/Us) will supply to You the services (Services) as discussed.**

**Please read these terms and conditions carefully before booking any Services from Us. Horseshoe Park Pony Rides require these Terms of Service to be signed and dated prior to service commencement. Please understand that if you do not accept these terms and conditions, you will not be able to book any Services from Us.**

### Information About Us

We operate the business Horseshoe Park Pony Rides (ABN 44 970 461 450) and the website [www.horseshoeparkponyrides.com](http://www.horseshoeparkponyrides.com).

### Enquiries

Enquiries can be made by contacting us using the contact form on our website, by email, by phone, and by sending a private message to our Facebook Page (contact details provided in header). A written quote will be supplied upon request.

### Bookings

We recommend booking at least two weeks in advance. A Booking is secured once the deposit has been paid. You will then receive a confirmation email that your date has been secured.

### Deposit

A 25% deposit is necessary to confirm the booking. This deposit is required to be paid within 72 hours after the booking has been requested. Deposits are payable by Direct Deposit or Electronic Funds Transfer. Bank deposit details will be provided at time of booking.

### Payment

An invoice for the remaining balance will be issued upon receipt of deposit and full payment will be due prior to delivery of Service. Payment can be made via Direct Deposit or Electronic Funds Transfer.

### Rescheduling

We only operate under safe conditions. In the event of severe weather/unfit grounds, we may need to reschedule your booking if an alternative venue cannot be provided for.

Initial: \_\_\_\_\_



## **Cancellation**

We understand that emergencies arise and events may be postponed. Our policy is that we will gladly work with you to find an alternate date for your booking based upon availability. We require at least 12 hours notice of any booking changes. If you decide to reschedule your party, your deposit will be re-issued to your new booking free of charge.

If you decide to cancel your booking, notice must be received at least 7 days before the agreed Service date. Failure to provide notice of cancellation at least 7 days before the agreed Service date will result in the loss of any deposits made.

## **Liability**

Horseshoe Park Pony Rides requires the Client to provide a responsible adult to be present throughout the duration of the Service. They will remain liable for the safety and wellbeing of all children whilst not engaged in Service activities.

Whilst we take every precaution to ensure that every pony ride is safe and appropriate for the children, accidents can happen. Riders are required to wear the provided safety helmets and to follow the HPPR supervisor's instructions at all times. Should a child fail to follow instructions and therefor increase the risk of harm to self or others, the pony ride/activity will be terminated immediately.

## **Agreement**

I have read these terms and conditions carefully and agree with the HPPR Terms of Service.

Print Name:.....

Signature:..... Date: .....