

Reindeer Hire Terms & Conditions

Booking Conditions - Please read carefully

The Contract

The terms and conditions set out in these Booking Conditions together with the confirmation invoice forms a contract between you (person named on the Invoice) and Oakleigh Event Management and www.TheReindeerHireCompany.com. Please note that the person booking the event must be over 18 years of age.

Invoice

Your payment and the issuing of our invoice creates a contract between us. You should read and ensure you fully understand these Terms & Conditions before asking us to confirm your booking. By asking us to confirm your booking, you will be regarded as having read and understood our Booking Conditions.

Payments

25% on confirmation of booking (non-refundable) }
25% one calendar month prior to booking date } Or 50% if booking is made less than 1 month before event date
50% on completion of booking

Payment will be accepted by cash, cheque, credit card or any bank account chargecard or BACS.

If you choose to pay by cheque (payable to 'Oakleigh Fairs') you may send either one cheque for 50% of the booking fee that is bankable immediately or one cheque for 25% of the booking fee which is bankable immediately and a second for 25% of the booking fee post-dated to ONE calendar month before each event. Please write the event location and date on the back of all cheques.

If you choose to pay by credit card we will debit your card 25% of the booking fee upon booking and charge 25% of your booking fee one calendar month before the event.

We will advise you of availability of dates over the phone but cannot accept bookings by phone. All bookings must be submitted on our current booking form accompanied by full payment as indicated above. Oakleigh Fairs reserves the right to refuse or cancel any booking without giving a reason (any paid fees will be refunded).

Cancellation

Cancellations will be accepted up to ONE calendar month before the event but you will forfeit your 25% deposit. Any booking cancelled less than ONE month's notice before the event, for whatever reason, will forfeit 50% of the booking fee. Cancellations may be advised by phone but must be confirmed in writing. Once you have notified us of a cancellation we will confirm the cancellation back to you in writing. If you do not receive an acknowledgement of cancellation from us you should telephone us to check that we have received your written cancellation.

Breakdown

In case of breakdown, traffic problems or road closures etc we will endeavour to get to our booking as fast as we can. We have full roadside and a special breakdown relay cover independently for our lorries and trailers, if we do not make the booking then a full refund will be given or you will have the option to book an additional day with us. If we are late we will make up the time where appropriate.

Welfare

Our reindeer are kept to the highest welfare standards as set down by DEFRA. All reindeer naturally lose their antlers and regrow them each year. As such, it causes them no distress.

Behaviour

We expect all clients to have consideration and respect for our animals. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress our animals, we are entitled, without prior notice, to terminate the booking with immediate effect. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

Force Majeure

"Force majeure" means any event, which we the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity or actual threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control. When a major road/motorway is closed, we cannot accept blame for being late but we will always stay additional hours, to make up for lost time where appropriate. We adhere strictly to all regulations relating to animal travel.

Ref: Date: