



## Terms & Conditions

Please ensure you read all our terms & conditions fully before your booking.

If you're unsure about anything, just get in touch with Safari Phil for clarification.

When you book Safari Phil's Animal Adventures, you are agreeing to meet these terms & conditions. Failure to do so on your part could result in your booking being cancelled, with all deposits non-refundable.

Safari Phil's Animal Adventures reserves the right to not appear if these terms & conditions have not been met on the day of the booking. If Safari Phil and his staff have arrived at the venue, this could result in you still being charged for the full booking, even if it is decided that the booking cannot take place.

It is your responsibility to book the correct package for your event. If there are more guests than stated, you will either be charged the additional fees on the day for the correct package (if Safari Phil deems this as an acceptable option on the day), or the booking will not go ahead and you will still be charged.

The various packages we offer on our website have been priced as such based on the number of staff and participants involved. This is to ensure everyone gets a chance to handle the animals, and that there are enough staff members to safely do so. Providing false information to us about your event and the number of attendees could violate our insurance, and we reserve the right to not attend based on this.

Animal Adventures



## ANIMAL HANDLING

First and foremost the animals are not trained to do tricks, and they are not used to put on a performance! The animals are free to express their normal behaviour, and all the species Safari Phil brings along have been selected (after years of research and hands on experience) because they are a hardy species, who are able to travel and be handled with minimum stress to the animal. Our Critters will crawl across you, use your arms to hang from, and have a natural curiosity which sees them exploring the areas around them. Participants are taught the correct, safe way to handle the animals, and there is always at least 1 trained handler per animal.

Participants must listen to and follow all instructions given by Safari Phil and his expert Critter Crew. Failure to do so will result in the animal being put away, and the participant being asked to leave. It is your responsibility to inform Safari Phil before the booking date of any participants with special needs, to allow Safari Phil to accommodate them. If any of the participants do not speak English fluently, there must be someone there who is able to translate instructions clearly for them. This is for the safety of all participants and the animals. If the participant cannot fully understand the animal handling instructions, it is not safe for them to participate.

The welfare of our animals is our highest priority! Our Critters have 2 days rest, for every appearance they make, and are never out for more than 30 minutes at a time, with a minimum 1 hour break in-between handling at events. For this reason your preferred animal might not be able to attend, but we will always aim to provide a similar/suitable replacement.

Our catchment area has been selected to ensure that our animals are never on the road travelling for more than 45 minutes at a time, reducing any stress to the animal to as little as possible.

The containers you see our Critters in at shows are not their homes, and have been selected for safe travel or display purposes only. An area needs to be provided away from participants for the animals travel containers.





## INDOOR VENUE REQUIREMENTS

For Birthday parties which are held in the home, we ideally require a minimum area of 6ft x 6ft to safely keep the animals when not being handled. There should also be enough room for your guests to sit/stand and handle the animals. A power outlet supply should also be made available for heat mats to be plugged in for the animals.

If your booking is at an event venue hired location, then we require a minimum 6ft x 10ft area for the animals which is not accessible to the participants. Safari Phil also requires an area to put up photo backgrounds, and a table area for various photo props, which can be accessed throughout the event. A power outlet supply should also be made available for heat mats to be plugged in for the animals. If you are unsure about any of these details, please provide your chosen venues details, and Safari Phil will clarify any issues with the venue host.

For Schools/Clubs there should be provided a minimum area of 6ft x 3ft. If invertebrate handling is involved, you'd ideally need to provide a sturdy table. If not, please inform Safari Phil before the booking date, as he can provide one. A power outlet supply should also be made available for heat mats to be plugged in for the animals. If your booking is S.T.E.M. related, an additional 6ft x 6ft area is required for equipment.

For Fetes and Fairs a minimum animal set-up area of 12ft x 4ft is required, as well as room for your guests to participate. For a better idea of size, depending upon expected visitors, get in touch with Safari Phil. A power outlet supply should also be made available for heat mats to be plugged in for the animals.

## OUTDOOR VENUE REQUIREMENTS

Please be aware that outdoor events can only be booked in Spring/Summer time. Bookings are all weather permitting (for the health of our exotic animals, they cannot be exposed to cold/damp/windy weather). Safari Phil reserves the right to cancel on the day if the weather is extreme. To avoid disappointment, wherever possible have a back-up indoor location which can accommodate the animals and your guests. 16-26 degrees Celsius is ideal weather, but suitability will be gauged on the day of event.

For small outdoor bookings a minimum area of 4mtr x 4mtr needs to be available to accommodate a 3mtr x 3mtr gazebo (Safari Phil Base Camp). A wash station will be provided by Safari Phil, but access to hot water and soap should be made available at the venue for participants to use.

For large outdoor bookings, a minimum area of 4mtr x 8mtr is required for 2 x 3mtr x 3mtr gazebos (Safari Phil's Big Base Camp). A wash station will be provided by Safari Phil, but access to hot water and soap should be made available at the venue for participants to use.

For huge outdoor events get in touch with Safari Phil for planning advice.



## PARKING & VEHICLE ACCESS

It is required for all packages that parking close to the event is provided. This needs to have an unobstructed path to the venue, so that the animals can be safely transported to and from the site.

Safari Phil reserves the right to cancel the booking if parking is not provided, or if access is deemed too far a distance to safely transport the animals from the vehicle to the venue. To avoid this on the day, please inform Safari Phil beforehand of any problems regarding parking and access, so that solutions can be found with adequate time.

It is your responsibility to check with any venue you hire, and organise parking and access in advance of your booking.

Animal Adventures





## PAYMENT / DEPOSIT

All bookings require a 20% deposit to secure your chosen date. Safari Phil will send you a confirmation email if your date is available, along with the required amount you'll need to pay. Failure to pay your deposit may result in you losing your chosen date.

Please be aware that all deposits are non-refundable. If your date needs to change, Safari Phil will attempt to help wherever possible to accommodate your needs, but if your other chosen date is unavailable you may lose your deposit. Should any of your booking details change, please alert Safari Phil as soon as possible.

Full payment must be made no later than the day of the booking. If you are unable to do this, you must get in touch with Safari Phil beforehand to see if an alternative arrangement can be made, otherwise failure to pay on the day could result in the booking being cancelled.

We can accept cash, cheques, or BACS transfers. Please find our payment details below.

### **Safari Phil's Animal Adventures Bank paying details:**

(Please note when paying by bank transfer, allow 7 working days for the payment to go through. If payment has not cleared by the time of the booking, Safari Phil reserves the right to cancel. It is your responsibility to make sure payment is made on time.)

Safari Phil's Animal Adventures  
Account Number: 6111 4060

Lloyds TSB  
Sort Code: 77-19-12

**Cheques to be made payable to:**  
Safari Phil's Animal Adventures

Cash can also be accepted on the day of your booking.

Should your company require an invoice or supplier form filling out in order to make payment, please inform Safari Phil as early as possible to avoid any delays or cancellation of your booking.