

Giddy Up Ranch  
 Pony Rides, Zoo & Exotics  
 Giddyupponies.com

SERVICE CONTRACT

8707 Mesquite Street  
 Phelan, CA 92371  
 (818) 335-7538

**Event Details**

Customer name:	Booking Date:	Date of Service:
Location Phone:	Emergency phone:	
Service(s) requested:	Time of service Start: End:	
Type of event:	Number of guests:	
Price:	Deposit:	Balance due:

**Location Details**

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Cross Streets: \_\_\_\_\_ & \_\_\_\_\_

Location Name/Contact (if different from the customer): Please attach directions \_\_\_\_\_

It is crucial that the event's location is accessible with our trucks and trailers. The staging area needs to be flat, free of poisonous plants (like Oleanders), and harmful insecticides. Be advised; if we are unable to get to your event's destination due to road obstacles unsuitable for a truck and trailer, the client is still liable for the full cost of our scheduled service. The following questions are to help prevent such circumstance. If you are unsure about any questions, please call.

▶ Any Narrow Streets with double-sided parking, steep hills, or sharp/tight turns?  Yes  No  
 (If yes, please explain in detail) \_\_\_\_\_

▶ What is the area surface?  Dirt  Pavement  Grass (Caution: grass may be damaged)

▶ Is the area shaded for animals?  Yes  No

▶ **IMPORTANT:** Is the staging area adjacent to loud music, carnival rides and/or any other types of commotion?  Yes  No **Note: Animals perform best in a quiet & calm environment**

▶ Volunteers to assist Staff?  Yes  No **If yes, how many?** \_\_\_\_\_

To unload animals and set up for the event, A parking space less than 50' from the staging area must be provided for our truck. The truck and trailer is 50' long (comparable to a large semi truck. If the staging area is more than 50' feet away from the vehicle, it will require additional staff for your event and increase the service cost. Please let us know at the time of booking if this accommodation cannot be met. At the close of your event, we must leave promptly to get to the next. Please don't allow your guests to block us in.

**Comments/Notes**



**Official Use**

Deposit Received Date \_\_\_\_\_ Amount \$ \_\_\_\_\_ Check # \_\_\_\_\_

Payment Received \$ \_\_\_\_\_ Date \_\_\_\_\_ Payment method \_\_\_\_\_ check # \_\_\_\_\_

Driver signature \_\_\_\_\_

**Please read and initial each section \***

- I. **Deposit:** Personal checks are acceptable for the deposit only, and must be sent two weeks prior. Deposits are refundable if Giddy Up Ranch or the client cancels for rain only. Four hours notice must be given. Client can reschedule for another date, subject to availability. Otherwise, the deposit is forfeited, and the client will incur a \$150.00 fee to cover travel expenses. Giddy Up Ranch reserves the right to refuse service to anyone; in such case, the deposit will be refunded. \_\_\_\_\_\*
- II. **Balance Payment:** Giddy Up Ranch requires the balance to be paid in full upon arrival, prior to set up. If the purchaser is late in getting payment to a Giddy Up Representative, we will not be held responsible for late set up of your event. *Acceptable forms of payment include:* cash, cashiers check, money order or company checks. No personal checks. \_\_\_\_\_\*
- III. **Late Payments:** It is mandatory we get paid for our service on the day it is provided. Please don't say "the check is in the mail". There is a \$50.00 late fee. No exceptions (unless prior arrangements had been made). \_\_\_\_\_\*
- IV. **Parking:** Giddy Up Ranch will be provided convenient parking for our truck and trailer near the set up area, as we are constantly using our trailer for feed, etc for our animals. \_\_\_\_\_\*
- V. **Weight Limit:** A 65-pound weight limit will be enforced for pony rides. If the purchaser needs to accommodate anyone over 65 pounds, then prior arrangements must be made to bring bigger ponies (available upon request). The parent or guardian must also sign a waiver before children are permitted to ride. \_\_\_\_\_\*
- VI. **Cancellations:** If the purchaser needs to cancel an engagement, Giddy Up Ranch must be notified within 30 days of the event to ensure rebooking. If cancellation occurs without 30 days notice, the purchaser will incur a cancellation fee equal to 20 percent of the original balance. A cancellation due to inclement weather is neither the fault of Giddy Up Ranch or the customer, and no fee will be charged under the circumstance, as long as the cancellation is agreed upon by both parties beforehand. If Giddy Up Ranch arrives at the location per customer request, and the event is then rained out, the purchaser agrees to pay 50 percent of the balance due to Giddy Up Ranch. \_\_\_\_\_\*

**Contract Delivery and Receipt:** Please provide driving directions that begin at our ranch and end at the event location (Yahoo Maps). Our address appears at the top the first page of this contract. Fax or email the directions, along with a copy of this contract. The countersigned copy will be returned to you by email or fax. You must also send this contract with a deposit, via U.S. mail to our Phelan, CA address. It is the deposit that secures your time and date.

_____	_____
*customer email	*customer fax
_____	_____
<b>Customer Signature</b>	<b>Date</b>
_____	_____
<b>Giddy Up Ranch - Marie Girouard (Owner)</b>	<b>Date</b>

GIDDY UP RANCH  
Phone: (818) 335-7538  
Fax: (760) 503-1468  
Email: [giddyupranch.ca@gmail.com](mailto:giddyupranch.ca@gmail.com)  
Website: [Giddyupponies.com](http://Giddyupponies.com)

**WE APPRECIATE YOUR BUSINESS AND REFERRALS!**  
A 15% gratuity is greatly appreciated by our staff

