

GIDDY UP RANCH  
(818)335-7538

CONTRACT / PURCHASE ORDER

Camel / Pony rides, Petting zoo, Farm & Exotic Animals  
8707 MESQUITE ST, Phelan, CA 92371

EVENT DETAILS

Customer name:	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 :\$ _____

Address Of Location to bring animals  
\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Cross Streets: \_\_\_\_\_ & \_\_\_\_\_

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

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


To unload animals & set up for the event. A parking space less than 50'feet from the staging area must be provided for our truck. The truck & trailer is 60 feet long comparable to a large semi-truck. If the staging area is more than 50 feet away from the vehicle, it will require additional 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 event. Please don't allow your guest's to block us in.

It is crucial that the event's location is accessible for our trucks and trailers. The staging area needs to be flat, free of poisonous plants (like oleanders) and harmful insecticides. No Loud noises like a (band) high striker or roller coaster....it will scare the ponies & we may not be able to perform pony rides. Be advised: if we are unable to perform our services due to loud noises, or 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. Please provide driving directions that begin at our ranch & end at the event location. (google maps) Look them over to make sure we can get there with our large truck & trailer safely with no toll roads. Our address appears at the top of the page of this contract. Please email the directions, along with a copy of this contract & a copy of the deposit check. Mail a copy of this contract with a deposit to secure your date & time. If you have any questions, please call.

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

▶ Is the area shaded for animals?  Yes  No

Comments/Notes Are there volunteers to help out? Yes or No How Many can you spare? \_\_\_\_\_ We welcome them!



Date booked _____	Deposit date Received _____	Amount \$ _____	Check # _____
Payment Balance Received \$ _____		Date _____	Payment check # _____

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

- I. **Deposit:** For Credit Card payments over the phone there is a 4% charge. Checks are acceptable for the deposit and must be sent two weeks prior. Deposits are refundable if Giddy Up Ranch or the client cancels for rain only. 24 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 \$400.00 fee to cover travel expenses. If Giddy Up Ranch arrives at the location per customer request, and the event is then rained out, the purchaser agrees to pay balance due to Giddy Up Ranch. 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, we will not be held responsible for late set up of your event. No credit card payments on the event day. Credit card payment must be paid in advance over the phone only. *Acceptable forms of payment include:* cashier's check, money order, company checks, & 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 have been made) If a purchase order or anything else is needed let us know right away as we need our balance paid when we arrive. \_\_\_\_\_\*
- 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, water, supplies, etc for our animals and have to have our equipment safe. \_\_\_\_\_\*
- V. **Weight Limit:** A 65 lb weight limit will be enforced for pony rides. 200 lb for camel rides. \_\_\_\_\_\*
- 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. \_\_\_\_\_\*

_____	_____
Customer Signature	Date
_____	_____
Giddy Up Ranch - Marie Girouard (Owner)	Date

GIDDY UP RANCH  
Phone: (818) 335-7538

Email: Giddyupranch.ca@gmail.com

**WE APPRECIATE YOUR BUSINESS AND REFERRALS!**

**GIDDY UP RANCH PONY RIDE/ZOO & EXOTICS**

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

[Giddyupranch.ca@gmail.com](mailto:Giddyupranch.ca@gmail.com)



**Receipt**

Received by \_\_\_\_\_ \$ \_\_\_\_\_ Check # \_\_\_\_\_ for \_\_\_\_\_

We deeply appreciate your comments and suggestions. If your service was fantastic and you had a good time, then remember to hug your horse and or animals, and thank your guide. Reviews and referral letters are great. Please help us spread the word by leaving comments on review sites.

Thank you for choosing Giddy Up Ranch! We look forward to working with you again in the near future. Keep top part as your copy & give us the bottom portion. Tear at dotted line.

----- Tear off  
and give top portion to customer

**Questionnaire / Receipt for Giddy Up Ranch**

**Total Amount Received from Customer \$ \_\_\_\_\_ Check # \_\_\_\_\_ Date \_\_\_\_\_**  
**Received By \_\_\_\_\_**

Can we give your name, address, phone number as a reference? Yes or No

Service date: \_\_\_\_\_ Service provided: Zoo | Pony / Camel Rides?

Client's Name \_\_\_\_\_ Phone: \_\_\_\_\_

Event Address: \_\_\_\_\_

Thank you for your business and referrals! Your opinion matters, so please take a moment to rate the service provided to you today. Opinions help us improve our service as we look to maintain our status as one of the top animal rental services in Southern California.

Please rate our service on a scale of 1-5(1-Poor, 2-Okay, 3-Good, 4-Great, and 5-Dynamite)

**Ratings**

**Comments**

1. Did your service start on time \_\_\_\_\_
2. Courtesy & Professionalism \_\_\_\_\_
3. Quality of Animals \_\_\_\_\_
4. How did you find and decide to use Our Services? \_\_\_\_\_ If you found us on the internet, was it Google [ ] Yahoo [ ] MSN [ ] or other \_\_\_\_\_ what key words did you use & how did you find us?

\_\_\_\_\_