

GIDDY UP RANCH
 Pony rides, Camel rides & Exotics
 (818) 335-7538

SERVICE CONTRACT
 8707 Mesquite RD
 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: \$

Number & street

City State Zip Code

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 and setup for the event, a **parking space less than 50 feet from the staging area must be provided for our truck. The truck and trailer are 60 feet long**, comparable to a large semi- truck. If the staging area is more than 50 feet from the staging area, an additional charge may incur. Please let us know at the time of booking if this accommodation can't 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. It is crucial that the event's location be accessible for our trucks and trailers. The staging area needs to be flat, free of poisonous plants (oleanders) and harmful insecticides. No loud noises (bands, high striker, rollercoasters). Be aware that loud noises may spook the animals, thereby making them unable to perform. Be advised: if we are unable to perform due to loud noises, or 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. Please provided driving directions (google maps) that begin from our ranch and end at the event location. Look them over carefully to ensure that we can safely get there with our truck and trailer without the use of toll roads. Our address appears at the top of this contract. Please email the directions, along with a copy of this contract, and a copy of the deposit check. It is the completed contract and deposit that will secure your date and 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

▶ **Volunteers to assist staff?** Yes No **If yes, how many?** _____
 We welcome them!

Comments/Notes



Please read and initial each section *

- I. **DEPOSIT:** There is a 4% processing fee for all credit card payments. Checks are acceptable for the deposit. To secure your date, please mail the deposit as soon as possible. Our mail delivery is slow, so to ensure that your deposit arrives on time, please mail it at least two weeks prior to the scheduled event date. 24-hour notice must be given to cancel for rain or any other weather-related issues. Client can reschedule for another date, which is subject to availability. Otherwise, the deposit is forfeited, and the client will incur a \$400.00 fee upon our arrival 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 the 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. **FORCE MAJEURE:** Neither Giddy Up Ranch or the client will incur liability or be considered in breach of this contract for failing to perform any obligations under this agreement if such failure results from Force Majeure or any other force beyond their reasonable control. _____*
- III. **BALANCE PAYMENT:** Giddy Up Ranch requires the balance to be paid in full upon arrival, prior to the setup. If the purchaser is late in getting payment, we will not be responsible for a late setup of your event. Credit Card payments are not acceptable on the day of the event. Credit card payments must be made in advance and over the phone only. Acceptable forms of payment include: Cashier's check, money order, company checks and personal checks. _____*
- IV. **LATE PAYMENT:** It is mandatory that we get paid for our service on the day of performance. Please don't say "the check is in the mail". There is a \$50.00 late fee, with no exceptions, unless prior arrangements have been made. If an invoice or purchase order is needed before payment, let us know as soon as possible, so the balance can be paid as we arrive. _____*
- V. **PARKING:** Giddy Up Ranch will be provided convenient parking for our truck and trailer near the setup area, as it is constantly needed throughout the event to provide feed, water and other supplies for our animals. It must also be ensured that our equipment is safe. _____*
- VI. **WEIGHT LIMIT:** A 65 lbs. weight limit will be enforced for pony rides. The limit is 200 lbs. for camel rides. _____*
- VII. **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 day notice, the purchaser will incur a cancellation fee equal to 20% of the original balance. _____*

Customer Signature

Marie Dickenson – Giddy Up Ranch (owner)

Date

Date



Giddy Up Ranch
p. (818) 335-7538
email: giddyupranch.ca@gmail.com
web: giddyupponies.com

GIDDY UP RANCH



CUSTOMER RECEIPT

Balance Due: \$ _____ Payment Received: \$ _____

Payment Method

- Cash
 Credit Card (Can only be processed by phone prior to the day of the event)
 Check # _____

Customer Signature Date

Received by – Giddy Up Ranch Representative Date

We deeply appreciate your comments and suggestions. If your service was fantastic and you had a good time, remember to hug your horse or animal, 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.

A 15% gratuity is greatly appreciated by our staff!

Tear along dotted line and give upper portion to the customer

QUESTIONNAIRE

Can we give your name, address, phone number as reference? YES NO
Service Date: _____ Service(s) Provided: Zoo Pony Camel Other _____
Client's Name _____ Phone _____
Event Address _____

Your opinion matters, so please take a moment to rate the service provided to you today. Opinions help us to maintain and improve on our status as one of the top animal rental services in Southern California. Rate your service on a scale of 1-5 (1=poor, 2=ok, 3=good, 4=great, 5=dynamite).

- | | Rating | Comment |
|--|--|---------|
| 1. Did your service begin on time? | _____ | _____ |
| 2. Courtesy and Professionalism? | _____ | _____ |
| 3. Quality of animals? | _____ | _____ |
| 4. How did you find and decide to use our service? | _____ | _____ |
| 5. If you found us on the web, what browser did you use? | <input type="checkbox"/> Bing <input type="checkbox"/> Google <input type="checkbox"/> Other _____ | |