**Terms & Conditions for Pony Parties**

If you wish to book a pony party for a party or event, please contact us in the first instance by email or telephone.

A 50% deposit will be payable upon booking for all parties. We accept card or bacs payments and will email an invoice with payment details. The remaining balance must be paid in full 7 days before the party.

**PARTY CANCELLATION POLICY**  
Once a party booking is made the date cannot be changed within 4 weeks of the party taking place, except at our discretion or under exceptional circumstances. This is of course subject to availability.

Once the deposit for a party is paid it is non-refundable.

We will only cancel your party or event in exceptional circumstances beyond our control, if this happens you will be offered a full refund or an alternative date.

**Other / T&C’s**

Please ensure adequate adult supervision for children at parties/ experiences. We will supervise children riding or handling the ponies, but younger and less confident children may need to be held whilst on the pony.

We are fully licensed and insured for all our activities and can supply details if required along with a risk assessment. We also supply safety hats to be worn by all children while riding.

We ask that our instructions and guidelines for behaviour when handling or riding the ponies are followed at all times. For the safety of the children and welfare of the ponies, we reserve the right to end a party for unacceptable and dangerous behaviour.

If your child is attending a party, we ask please that children remain in the party area and immediate vicinity and do not enter the stable yard/paddocks or other areas without permission /supervision.

Please ensure that party room is left clean and tidy after use.

Willowsway staff will not be responsible for supervision of children when in party room (unless this is part of your party package) this is up to parents/ guardians.

Food and Games in party room should be organised by parents, unless this service has been added/ requested. There is a fully fitted kitchen that is available for your use.