

Terms and Conditions

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These Terms and Conditions explain how Wriggly Roadshow accepts and delivers bookings for animal encounters, educational visits, parties, displays and events. They form part of the agreement between Wriggly Roadshow and the person or organisation making the booking.

1. Who we are and when these terms apply

Wriggly Roadshow is an animal-handling and educational-event business based at The Barn, Far Cloughside Farm, Compstall, Stockport, SK6 5JZ. In these terms, 'we', 'us' and 'our' mean Wriggly Roadshow. 'You' means the person, school, care home, company, venue or other organisation making the booking, and 'organiser' means the responsible person managing the event.

These terms apply to all quotations and bookings unless a different arrangement is agreed by us in writing. Nothing in them removes rights that cannot lawfully be excluded.

2. Quotations and booking information

A quotation is based on the information you provide, including the event type, date, location, timing, attendance, venue and access requirements. You must check the quotation and confirmation and tell us promptly if anything is incorrect.

The quoted total includes the agreed service and the travel, parking, toll and venue-entry costs that we reasonably expect from the information supplied. If you later change the requirements, venue, duration or access arrangements, we may propose a revised price. Any additional charge must be explained and agreed in writing before it is incurred.

3. When a booking is confirmed

Birthday parties and other private bookings. We may hold the requested date provisionally for three calendar days. The booking is not secured until we have received the £50 deposit and sent written confirmation. If the deposit is not received within three days, we may release the date without further notice.

Schools, care homes, companies and other invoiced organisations. No deposit is required. The booking is confirmed when, following acceptance of the quotation and receipt of the required details, we issue the invoice and written booking details.

By confirming a booking, paying the deposit or accepting an invoice, you confirm that you have authority to make the booking and agree to these terms.

4. Payment

The £50 private-booking deposit is part of the total price, not an additional charge. The remaining balance for a birthday party or other private booking is payable on the event day by cash or bank transfer at the time arranged.

Schools, care homes, companies and other invoiced organisations must pay by the due date shown on the invoice, which will normally be no later than 30 calendar days after the event.

For a qualifying overdue commercial invoice, and after sending a reminder, we reserve the right to claim statutory interest under the Late Payment of Commercial Debts (Interest) Act 1998 at 8 percentage points above the Bank of England base rate, calculated daily from the due date. We may also claim the statutory fixed recovery sum - currently £40 for a debt under £1,000, £70 for a debt from £1,000 to £9,999.99, or £100 for a debt of £10,000 or more - plus any further reasonable recovery costs permitted by law.

5. Cancellation by a private customer

Please cancel in writing as soon as possible. Notice takes effect when we receive it. The following charges apply to birthday parties and other private bookings:

Notice received	Amount payable
More than 30 days	The £50 deposit will be refunded.
15 to 30 days	The £50 deposit will be retained; nothing further is payable.
14 days or fewer	The full booking price is payable. If we successfully refill the cancelled date, the charge will be reduced to £50 and any excess already paid will be returned.

Cancellation charges are intended to reflect the time reserved, work undertaken and the likelihood of replacing the booking. They will not exceed the loss we are legally entitled to recover, taking account of costs saved and any replacement booking where required.

6. Cancellation by an invoiced organisation

For a school, care home, company or other invoiced organisation, the following charges apply when you cancel:

Notice received	Amount payable
More than 30 days	Nothing is payable.
15 to 30 days	50% of the agreed booking price is payable.
14 days or fewer	The full agreed booking price is payable.

Where applicable, we will take reasonable steps to reduce our loss and will account for material costs saved or income received from a replacement booking.

7. Moving a booking to another date

You may request one transfer to another available date without a transfer fee if we receive at least 14 days' notice. Any deposit or payment already made will move to the replacement date.

A transfer requested with less than 14 days' notice, or a request for a second transfer, may at our discretion be treated as a cancellation under the applicable cancellation policy. A change of venue, duration or requirements may also affect the quoted price.

8. Cancellation or material change by Wriggly Roadshow

If illness, vehicle trouble, extreme weather or another unavoidable event means that we must cancel the whole booking, we will notify you as soon as reasonably possible. You may choose either:

- a full refund of all amounts paid for the cancelled booking; or
- a mutually suitable replacement date with a 20% reduction applied to the agreed booking price.

A necessary animal substitution or reasonable reduction in the animal line-up is not a cancellation; section 14 explains how these changes are handled. This section does not limit any statutory remedy that applies if we fail to provide the agreed service with reasonable care and skill.

9. Arrival, setup and event timing

For a standard birthday party, school visit or similar encounter, you must provide access at least 15 minutes before the booked start time. A full display event involving a gazebo, tables or similar equipment normally requires at least one hour for setup. We will state in the confirmation if longer access - sometimes up to 90 minutes - is needed.

The booked start time is when the encounter or display is due to begin. If access, guests or the venue cause a late start, the event will still finish at the original time. We may extend it when our schedule permits, but are not required to do so. If a material delay is caused by us, we will extend the session where reasonably possible or agree an appropriate remedy.

10. Venue and organiser responsibilities

The organiser must provide and maintain:

- a safe, suitable and reasonably clean working area with enough space for the agreed format;
- access to running water, soap and suitable hand-drying facilities for indoor bookings;
- clear separation between animal handling and any food preparation, serving or eating area;
- adequate adult supervision of children and vulnerable participants; and
- accurate advance information about stairs, difficult access, restricted loading, parking arrangements and other venue rules or hazards.

For outdoor events, we will provide hand sanitiser for participants. The organiser remains responsible for general venue safety, crowd management, emergency arrangements and complying with any duties that apply to the venue.

11. Attendance and event format

A formal birthday-party encounter is limited to 25 participating children unless we agree otherwise in writing. Supervising adults and non-participating guests do not count towards that limit, although overall attendance must remain safe and within the venue's lawful capacity.

Larger public events may operate as controlled drop-in sessions without a fixed total attendance limit. We will control the number of people interacting at any one time, the flow through the display and the handling offered so that safety and animal welfare are protected.

12. Supervision, behaviour and safety instructions

The organiser must remain present or appoint suitable responsible adults, supervise children and ensure that participants follow our safety and handling instructions. Participation is voluntary and nobody will be forced to touch or hold an animal.

We have final authority over which participants may approach, touch or hold each animal. We may restrict an individual's participation, make an animal display-only, pause an interaction or end all or part of the encounter where behaviour, crowding, illness, intoxication, safety or welfare makes continuation unsuitable.

If an encounter is shortened or ended because the organiser or guests fail to provide supervision or follow reasonable instructions, no refund will normally be due. This does not apply where the problem was caused by our negligence or breach of contract.

13. Health, hygiene and accessibility

Tell us before the event about relevant allergies, additional needs, accessibility requirements or other circumstances that may affect safe participation. We will consider reasonable adjustments, but handling cannot be guaranteed for every person or animal.

Participants must follow the hygiene briefing, avoid eating or drinking during animal interaction, cover cuts or broken skin and wash their hands thoroughly with soap and water after contact and before eating. Hand sanitiser supplied at outdoor events is an additional precaution and does not replace handwashing when suitable facilities are available.

14. Animal choice, substitutions and welfare

The welfare of the animals is paramount. A particular species or individual animal can never be guaranteed because health, behaviour, seasonal needs, transport conditions, venue conditions and welfare must be assessed up to and during the event.

If a requested or expected animal cannot attend, we will bring a suitable substitution and, where reasonably possible, let you know in advance. We may also reduce or alter the line-up because of weather or welfare. These changes do not by themselves entitle you to a refund where the booked encounter is otherwise substantially delivered.

Some animals may be display-only, and holding opportunities depend on the animal, participant and conditions on the day. We may withdraw any animal immediately if it shows signs of stress or if continued participation would be unsuitable.

15. Outdoor events and weather

For an outdoor booking, we may bring suitable heating and protective equipment. Hot, cold, wet or windy conditions may require a reduced or different animal line-up, shorter handling periods or display-only animals. These welfare-led adjustments do not automatically entitle the customer to a refund.

If extreme cold or other severe conditions make the booking unsafe or unsuitable and we must cancel, section 8 applies: you may choose a full refund or a mutually suitable replacement date with 20% off.

16. Damage to property or harm to an animal

A person may be responsible for reasonable, documented direct costs - including repair, replacement and necessary veterinary treatment - where their deliberate, reckless or negligent conduct, misuse, or failure to follow safety instructions causes damage to our equipment, enclosures or other property, or harms an animal.

The organiser is not automatically responsible for every guest's independent behaviour. The organiser may, however, be responsible where loss or harm results directly from the organiser's own failure to provide the supervision or controls agreed under these terms. This section does not apply to an unavoidable incident or to loss caused by our negligence.

17. Photographs, videos and personal information

Customers and guests may take photographs or videos provided this does not disrupt the encounter, compromise safety or breach the venue's rules or another person's rights. We may ask photography to stop if it distracts participants or affects an animal.

Wriggly Roadshow will ask for the appropriate permission before taking or using identifiable photographs or videos for our website, social media or other publicity. Our separate Privacy Policy and Cookie Policy, available through the website footer, explain how we handle personal information.

18. Our responsibility and your legal rights

We will provide the service with reasonable care and skill and in accordance with the booking confirmation, subject to appropriate animal-welfare and safety decisions. Live-animal encounters involve animals that may move or react unexpectedly, so participants must follow the briefing and reasonable precautions described in these terms.

Nothing in these terms excludes or restricts liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability or statutory right that cannot lawfully be excluded or restricted. Consumer statutory rights remain unaffected.

19. Complaints

If you are unhappy with any aspect of the service, please tell us as soon as reasonably possible so that we have an opportunity to investigate and resolve the problem. Where possible, contact us within seven days of the event using the details in section 21. This preferred timescale does not remove or shorten any statutory right or legal limitation period.

20. Governing law

These terms and the booking are governed by the law of England and Wales. The courts of England and Wales will have jurisdiction, without depriving a consumer of any mandatory right to bring proceedings in another part of the United Kingdom where applicable.

21. Contact us

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