

Kew Little Pigs

Terms & Conditions

External Hire/ Visits



This Terms & Conditions document covers: -Schools, Nurseries, Private Parties, Piggy Picnics, Photo Shots and Filming, All Off Site Bookings

1. To secure a booking a 50% deposit is required on the day of the booking.
2. All payment must be made in full or before the day of the booking.
3. Cancellations: Deposits are Non refundable and require 48 Hours notice of cancellation otherwise the full payment will be required due to planning & staffing.
4. Cancellations from Kew Little Pigs: In the event of a natural disaster, poor weather conditions and weather warning such as red/yellow, road closures, absent or ill staff or problems with transport we have the right to cancel the bookings and rearrange. In this case we will give the client notice as soon as possible. The client will be able to rebook their Hire/Event within a 4 week period via email at info@kewlittlepigs.com the new booking date for your experience must be made within 3 months of the original booking date. When re booking please provide an alternative date within 3 months of your original booking and time, please provide a copy of original confirmation. Please do not call the office as we can not make bookings over the phone. Please reply with an alternative date within 4 weeks otherwise you will lose the booking. It is not in our interest to cancel a booking and this is only done as a last resort. Please follow these steps for which you will receive a new booking confirmation.
5. No livestock should be present during or before our pigs arrive at the visit due to infection control. This includes cloven footed animals.
6. When booking an offsite event, we require 50% of the total fee to be paid at the time of the booking. Bookings made 24 hours before a visit will require full cash payment on the day.
7. We observe the pigs 48 hours before the visit and if we feel that they are unwell or unfit to visit you, then we will cancel the event due to health and safety and rebook the event for the next convenient time for both parties. This is because pigs are zoonotic, meaning they can pass illness onto humans and humans can pass them to pigs. Pregnant women are advised they should contact their doctor/nhs/midwife before coming in contact with the pigs. It is at their own risk if they wish to pet the pigs..
8. We may also cancel on arrival if we feel that the premises are unsuitable for the pigs. We may also cancel if the location on the booking confirmation is different. If there was no access to the location (e.g. 5th floor building block, no lifts, balconies, public stations, roof terraces, on public transport, building site, or a place we feel that unsuitable/ unsafe for the animals & staff), there was unsuitable parking, or a location where toxic plants & substances were present. In these circumstances we would demand full 100% payment. You may be liable for additional costs incurred such as congestion charges, parking and tolls if not considered or arranged prior to the booking.
9. If on arrival we were denied access due to lack of permission from the land owner, we would leave and require a full 100% payment.

10. During the visit if we are treated with any disrespect or we feel there is a risk to ourselves or our pigs we will leave without hesitation and require that we are still paid in full.
11. If some guests at the event are ill, they will not be able to have direct access to the pigs as illness can be passed to them.
12. We supply all food to our pigs and ask that no human food, by products and waste products are all cleared away and are nowhere near the pigs. It is illegal to feed the pigs anything other than pig feed or fruit and vegetables. Anything that has passed through a kitchen is also illegal to feed pigs. Human food should not be given to the pigs.
13. We are not prepared to work on any roof terraces, blocks without a lift, highly public areas (e.g. high streets) due to the heavy equipment and manual handling involved.
14. We also do not wish to work with any third-party crews. We like to book with our clients directly unless agreed where full disclosure of contact details & clients is available.
15. Bookings of 2 hour or more of travel will need to book a minimum of 2 hours for their event.
16. If special arrangements need to be made prior to booking please let us know so that we can make the necessary amendments & documents available. All those that require risk assessments, public liability & insurance documents must request this before the event. Special Need centres will need to fill in our risk application before we can confirm attending the booking.
17. On an event videos and pictures can be taken for personal use only, unless otherwise agreed. In relation to media, film production, journalists and photographers, we insist that we have copies of both pictures and videos taken and that when the footage or pictures are released that our company name is advertised and spelt correctly and with our contact details. We also require in writing what the intentions of the footage or pictures are for. We are to be notified when the pictures/videos are released and we have the right to present it on our website or another disclosed source. We have the right to refuse any scenes or scenarios that we feel would be dangerous for our pigs or degrading towards them.

The Kew Little Pigs Team.

Kew Little Pigs Farm Ltd at Old Amersham farm, Bucks HP7 0HR