



Island Farm Donkey Sanctuary
Old Didcot Road
Brightwell cum Sotwell
Wallingford
OX10 0SW

www.donkeyrescue.org.uk
Tel 01491 833938

TERMS and CONDITIONS for DONKEY TIME

Donkey Time must be booked in advance by completing our application form obtainable either direct from www.donkeyrescue.org.uk or by phone on 01491 833938 or email stuart@donkeyrescue.org.uk.

APPLICATION FORM

All places on our Donkey Time days will be allocated by first come, first served basis. Our Donkey Time starts at 9.30am and finishes at 1.30pm. We may need to change the content of the day due to donkey welfare and health, weather or any other adverse conditions.

If in the unlikely event we need to cancel the day, then we will contact you as soon as possible to arrange another date or to give you a full refund of your place on our Donkey Time offer.

Young people under 14 years of age must be accompanied by a responsible adult. The day may not be suitable for women who are pregnant and we advise that you discuss this with your GP.

ADMINISTRATION

As soon as your application form is received, your place will be confirmed by us within seven days. If all places are taken, we will contact you within seven days to arrange another convenient date.

YOUR SAFETY

Because we take your safety seriously, we will give you a short talk on safety on our site. It is important that everyone attending has an enjoyable experience and therefore people should be reasonably fit to take part in the activities. We will make every effort to accommodate any disability or condition including the attendance of a carer. When attending our Donkey Time you will do so at your own risk. We ask that you wear stout, waterproof shoes, if possible - not flip flops or trainers. Please wear suitable clothing for working outdoors for the time you are at the Sanctuary.

GIFT VOUCHERS

We offer Gift Vouchers for a DONKEY TIME present. Please note that Gift Vouchers expire 1 calendar year from the date of purchase.

REFUNDS

If you are unable to attend your special Donkey Time, we will write to you acknowledging your cancellation within seven days. We regret that there are no refunds for your Donkey Time unless you cancel at least one calendar month before your confirmed date.

If, due to unforeseen circumstances, we need to cancel your Donkey Time we will contact you to offer another date or offer you a full refund for your booking fee. However, we will be not responsible for any additional expenses [ie travel and accommodation].

SMOKING

Island Farm Donkey Sanctuary is a designated non-smoking site. Smoking is not permitted at any time. The designated smoking area is outside the yard gate opposite the Memorial Wall.