



Terms & Conditions including FAQ

Booking Process and Payments

To request booking availability, please send us the preferred date, time, location address, phone number, contact person, or give us a phone call. If we are available for your event, fill out the booking form in our information pack email, and we will create an invoice for you.

Once you fill out the booking form, an invoice for payment will be sent at our earliest convenience. We respond to all booking requests as soon as possible and within 5 business days. If you have not received our response after 5 business days, please check your junk mail and/or send us a follow-up email or phone call.

Please understand that we cannot hold a booking for you based on an enquiry only. You can pay using STRIPE; full payment or a non-refundable 50% deposit is required at the time of booking to secure the date of your booking. The booking is not guaranteed until the deposit is received, or full payment is cleared.

Full payment is required a minimum of 48 hours prior to the start of your event. Cancellations made within 24 hours of your event will not receive a refund.

We reserve the right to cancel your booking if payment is not received. No refund will be given if we are unable to set up at your venue, or if we must depart your event due to a failure to comply with our T&Cs.

We are not able to process credit card payments; we apologize for any inconvenience.

Weather

Wet weather is miserable for us too! We understand it is great if you have an undercover area we can set up under, or if you need to cancel your event due to severe wet weather, please notify us at least 24 hours before the start of your event. Cancellations made within 24 hours will not receive a refund. We can reschedule within 90 days.

We provide 1-2 gazebo at the event for wet/hot weather, size if there is limited space available. (Gazebo measurements 3m x 4.5m)

If you have concerns about the weather leading up to your event, please email us to discuss options. It may be possible for us to set up in an undercover area such as a carport, or we may be able to postpone.



Additional Fees & Charges

We travel up to 40km from Mundoolun 4285 QLD. A travel fee will apply to locations further than 41km from Mundoolun 4285 QLD; please email us for a quote.

You must advise us when making your booking if you require that the farm be set up on a hard surface (e.g., driveway, car park, patio, artificial grass). This option will require a ground cover and incur a \$100 fee. If you do not select 'ground cover' as an extra service when booking, and a suitable grass space is not available, we may not be able to set up at your location.

Set Up and Pack Down

We arrive 1hr-30 minutes prior to your booking time to set up the Mini Muddle Farm and can take up to 30min to 1hr to pack down and depart. We arrive 1 hour prior to your booking time to set up the Mega Muster Farm and Grand Mega Muster Farm can take up to 1 hour to pack down and depart. For safety reasons, we appreciate your assistance in keeping curious onlookers at a safe distance during the set-up and pack-down times.

Parking and Access

Please keep in mind that our vehicle and trailer require plenty of room to park and turn around. If access is difficult, you must inform us when making your booking request. If we are unable to setup at your venue due to inadequate access, a refund will not be given. We can adjust the size of our enclosures to suit most spaces. Our vehicle must remain with the enclosure for the duration of the event. All our farm set-ups require vehicle access (and parking) to the area where the farm enclosure is to be set up. We must have adequate space to access both sides and the rear of our vehicle in order to safely unload our equipment and animals. Minimum access height is 3m, and minimum access width is 2.5m.

Child Supervision

We do not offer childcare services; children must always be accompanied by a supervising adult. 3years and under MUST have adult helping them with animals

Education

Our staff are always happy to answer questions about farming and animal husbandry. Please let us know if you would like an educational discussion as part of your farm experience; we are happy to include this at no extra charge.



Dogs

We love dogs, If you would like us to include a farm dog as part of your mobile farm experience, please let us know, and we will do our best to accommodate. Not all our farm animals do! Please inform us if dogs will be present at your event, and we will select animals who will be comfortable with their presence. Dogs causing discomfort to the farm animals will need to be kept away. If you would like us to include a farm dog as part of your mobile farm experience, please let us know, and we will do our best to accommodate.

Footwear

Please ensure all guests wear suitable enclosed footwear; otherwise, they may not be able to enter the farm. While we take care to ensure a clean area enclosed footwear is a must for protection and as a pathogen barrier for health and safety.

Animal Welfare

The welfare of our animals is of the utmost importance to us. We will not tolerate any mistreatment of our animals. Any persons behaving inappropriately around the animals will be asked to leave. (Inappropriate behaviours include but are not limited to yelling, screaming, running, chasing, pulling, hitting, squeezing, and dropping animals.) We will not unload our animals or remain in an environment we consider unsafe for our animals. Not much phases our animals, but please use common sense and discuss with us prior if you plan to have other activities or entertainment (e.g., fireworks, ball games) at your event.

Parks

If your event is to be held at a park, you must contact the local council for a permit if you plan to include animals at the event. Please keep in mind we do need vehicle access, and a deposit for a park access gate key may be required by council. Each council's requirements can differ; generally, you are asked to provide the following information: a copy of our Certificate of Insurance (public liability), our vehicle registration, and a copy of a current First Aid Certificate (from yourself or anyone attending your event).

- 1) Current First Aide Certificate - *from yourself or anyone attending your event***
- 2) Deposit for Council Gate Key- *if we need to drive onto the park to set up for your event***
- 3) Copy of our Vehicle Registration- *for Access to drive into a park (we provide)***
- 4) Certificate of Insurance (Public Liability) Cover *(we provide)***



Our Animals

Our farm animals include chickens, ducks, geese, pigs, sheep, goats, guinea pigs, cattle, and a pony (dog by special request). We are not a 'baby animal farm'. Our mobile farms include a variety of farm animals of various ages. We do not take requests for 'only baby animals'. Some of our animals are not always available and are dependent on availability.

While we cannot always guarantee which animals will be available for your event, if you have any preferences, please let us know, and we will do our best to accommodate. We have many animals on our farm, and we also care for any that may need a little extra care; they sometimes get sick just like you and me.

Just like people, animals need time off; they have sick days and times when they just aren't feeling sociable. We will never bring an animal to an event unless they are feeling 100% on the day. While we can't foresee which animals will be able to attend your event, you can be assured a variety of happy and healthy animals will attend.

Which Service is Best for My Event?

There are a few things to consider when choosing farm animals for your event, including the following: Number of guests expected, Space and access that you have available. Age range of the participants. Type of animals that you want.

Mini Muddle Farm

Pros

- Does not require a large area.
- We recommend no more than 10-15 visitors inside the enclosure at one time. 4m x 4m
- Animals are a little more likely to eat, for children wanting to feed them.
- Affordable.

Cons

- Smaller enclosure size limits the number of visitors inside the enclosure at one time.
- Due to the smaller enclosure, we are unable to include some types of animals that are available with our other services.

Mega Muster Farm

Pros

- Greater variety of animals.
- We recommend no more than 15-20 visitors inside the enclosure at one time. 4m x 7m
- Larger animals are separated for safety within the enclosure.
- Suitable for small public events.

Cons

- Requires a little more space than the Mini Muddle Farm.
- Takes longer to set up and pack down.

Grand Mega Muster Farm

Pros

- Greater variety of animals.
- We recommend no more than 30-40 visitors inside the enclosure at one time. 6m x 9m
- Larger animals are separated for safety within the enclosure.

- • Extra Staff

Cons Suitable for large public events.

- Requires more space than the Mini Muddle & Mega Muster Farm.
- Takes longer to set up and pack down.

Other

If the services above are not right for you, just let us know what you are looking for. We have provided guinea pigs for cuddles & for aged care visits, horses for therapy, a calf for a wedding, and many more unique animal encounters.

*Are you insured? - Yes, full liability insurance.

*Do you hold a Blue Card? - Yes, we sure do.

We look forward to hearing from you. If you have any further questions, please give us a call at 0422394474 or email guestranch1@gmail.com



Mini Muddle



Mega Muster



Grand Mega Muster