



WHAT TO EXPECT FROM US AT PUBLIC EVENTS

We have put this document together so that you know what to expect from us at your event, but if there is anything we haven't covered, then please do contact us.

Before you make a booking...

Please be aware that we do not (under any circumstances) offer pony rides - our lads are just too tiny! However, if you are looking for an attraction that's a little bit special, then our ponies fit the bill.

Upon booking, it will be deemed that you have read, understood and accepted our terms and conditions, safety guidelines, etc., all of which are available on the downloads section of our website. Again, please contact us before making your booking if anything is unclear.

Compared to a private party (where we may only be present for an hour or so) our timetable at corporate events is rather determined by the ponies. We make sure that our ponies have the correct temperament for their work, and we constantly build on this by training and desensitisation exercises. They also know their jobs and are very used to making all-day appearances. However, they are living animals that can be affected by many things including mood, weather, temperature, environment, etc., so it is impossible for us to guarantee that the ponies will be available for petting at set times or on a specific number of occasions. Each event is subject to continuous risk assessment and our ponies' welfare is our highest priority.

Before we travel...

We usually start our preparations the day before your event. The ponies come in from the field to have a bath and a bit of pampering before spending the night in their stable to keep them (mostly!) clean. Once they are ready, we can then load up the lorry with everything we need to take with us. All this preparation really pays off the next day when we can set out in good time without any fuss!



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When we arrive...

We should arrive at your event in plenty of time, but we will call if we encounter any delays on our journey (please ensure that we have the contact number of someone we can phone on the day). When we reach the venue, we will need to check that the site is a safe and suitable environment for the ponies before they are unloaded. One of our handlers will then look after the ponies whilst their pen is being assembled and during this time we ask members of the public not to approach as the ponies will find themselves in an unfamiliar setting and will need a short time to get their bearings! When the pen is ready, the ponies will be turned loose into it so that they can eat, drink and relax after their journey. We have found this agenda-free time is the best way to prepare them for the work ahead. Please bear this in mind when making your booking; you may want us to arrive before the start of your event to allow the ponies to be ready for opening time.

When the ponies are in the pen, members of the public are more than welcome to come and meet them and to stroke them if they are close enough to the sides of the pen. Our handlers are very happy to talk about the ponies and to explain why they are having some time to relax. We will ask members of the public not to climb the sides of the pen or to feed the ponies during the course of the event.

During the event...

Unless we are asked to do things differently, we will start our pampering sessions as soon as the ponies are ready to work. If you would like us to ask for donations, please make sure that a box is left with us before these sessions start. We will normally use one pony at a time (any others attending the event will be loaded back onto the lorry) and people will be invited into the pen one at a time to indulge in a little bit of pampering. We will provide brushes and a good assortment of hair decorations to use on the pony, but we will leave our paints and glitter at home as they can make rather a lot of mess! We will swap the ponies around at intervals so that they do not become too tired.

At any time during the event, we may put the ponies back on the lorry due to inclement weather. We will also give them breaks if they become tired or stressed.



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Before we leave...

At the end of the event, one handler will take charge of the ponies whilst the pen is dismantled and put away. Again, we will ask the public not to approach them when they are with their handler. Once the pen has been safely put away, the ponies will go back onto the lorry for the journey home.

We like to leave a clean site behind us, so we will take away any droppings and rubbish. We will also do our best to capture any stray bits of bedding that may have made their way out of the lorry!

If a donation box has been left with us, we will ensure that it is returned safely to you.