

Animal Experience Booking Agreement

Version 2026-09-14-v2 | sales@friendly.farm | 814-323-5744

General terms for review. Your personalized agreement will include your booking summary and purchaser acceptance record. This sample is not a confirmed reservation.

1. Parties and booking status

This agreement is between Penelope Farms, LLC, operating the Friendly.Farm website (Provider), and the adult purchaser named in the booking summary (Purchaser). The Purchaser orders and is responsible for the experience, even if someone else receives it as a gift. Online acceptance records the Purchaser's agreement to these terms. A requested date, time, venue, or custom package is not reserved until Provider confirms it in writing. If Provider cannot accept the request, all money paid for the unavailable booking will be refunded. A custom quote requires separate written approval of its final package, price, and payment schedule.

2. What is included

The booking summary identifies the requested experience, animals, duration, guest count, event address, gifts, and price. Standard online prices cover up to 10 guests. Larger groups, custom combinations, and extended standard visits require a quote. Visit time is the scheduled guest experience; staff need separate access for setup and departure. Animal rest breaks and keeper instructions are part of the experience. Specific contact, feeding, holding, poses, or animal behavior are never guaranteed. No animal substitution or price increase will be imposed without Purchaser approval.

3. Price, travel, and payment

Sloth-o-Grams are paid in full at booking, including selected gifts and travel. Other standard packages booked more than seven days ahead require a 50% deposit on the total including travel (rounded up to the nearest cent), with the remaining balance due seven calendar days before the visit. Bookings within seven days require full payment. The booking summary shows the total, amount due now, balance, and due date. Pay the remaining balance using your private booking payment link; no automatic card charge is authorized. Keep your booking link and pay by the stated date. Contact Provider if you cannot access it. Unpaid balances may result in cancellation after Provider contacts Purchaser; the cancellation/refund policy below applies. First 5 one-way driving miles from Provider's Wylie base are free. Beyond 5 miles, travel is \$2.50 per additional one-way mile, with a \$25 minimum travel charge. Trips over 100 one-way miles require a custom quote. The quote uses the verified event address and calculated road distance, not the purchaser's billing address or city center. Address, package, or attendance changes

require review and approval of any revised price before service. Gifts and their prices are listed separately. Any custom payment schedule must be accepted in writing; a card will not be charged later without separate authorization.

4. Purchaser and venue responsibilities

Purchaser must be at least 18, have permission to use the venue, and arrange a responsible adult host throughout setup and the visit. For surprise gifts, the adult host or venue must know that an animal visit is coming; the recipient may remain surprised. Purchaser must share these rules with guests and parents/guardians, provide safe access and a clean, quiet, secure area approved by staff, keep other pets separated, and arrange soap, running water, and paper towels for handwashing. Tell Provider in advance about stairs, access limits, noise, other animals, special accommodations, and venue restrictions. Provider will confirm appropriate temperature, shelter, space, and other animal-specific needs before the visit. Staff may decline an unsafe location.

5. Animal welfare and guest safety

Everyone must follow the attached general rules and the rules for the selected animals. Keepers control entry, group size, animal positioning, touch, and feeding. Purchaser remains responsible for supervising children; staff are animal handlers, not babysitters. Animals can scratch, bite, kick, move suddenly, trigger allergies, or carry germs even when they look healthy. Participation is voluntary; anyone may observe from a safe distance or stop. Tell staff promptly about an injury or concern. Staff may pause or stop an interaction for animal welfare, illness, weather, heat, cold, noise, crowding, unsafe conduct, or another safety concern. BITE, SCRATCH, AND ALLERGY RISK: Even friendly, trained, or keeper-supervised animals can bite or scratch without warning. Improper handling, teasing, grabbing, chasing, unauthorized feeding, or ignoring instructions increases this risk. Purchaser agrees to follow instructions and stop contact when directed. TO THE EXTENT PERMITTED BY LAW, PURCHASER RELEASES PENELOPE FARMS, LLC AND ITS STAFF FROM PURCHASER'S OWN CLAIMS FOR BITES OR SCRATCHES CAUSED SOLELY BY PURCHASER'S IMPROPER HANDLING OR FAILURE TO FOLLOW SAFETY INSTRUCTIONS, AND ALLERGIC REACTIONS CAUSED SOLELY BY PURCHASER'S FAILURE TO DISCLOSE A KNOWN RELEVANT ALLERGY. This limited release does not release Provider negligence, gross negligence, recklessness, intentional misconduct, or nonwaivable duties, and does not waive the independent rights of minors or other guests.

5A. Required allergy disclosure

Before booking, Purchaser must ask the recipient, adult guests, and parents or guardians of participating children about known relevant allergies and disclose them to Provider. This includes animal fur or dander, saliva, hay, grasses, feed, foods, flowers or pollen, and latex or balloon materials. Do not guess that no allergies exist. If information is unknown, request a quote and Provider review before paying or arranging contact. Update Provider promptly if guests or allergy information change, and tell the keeper again before anyone approaches an

animal. Do not submit unrelated medical records. Disclosure is not a promise of an allergen-free environment or medical clearance; Provider will discuss whether the visit or gifts can be accommodated. Purchaser acknowledges Provider cannot plan for a known allergy that was not disclosed. The limited release in section 5 applies only to Purchaser's own claims within its stated limits. Guests and guardians remain responsible for deciding whether to participate.

6. Cancellation, rescheduling, and service interruption

Send cancellation or change requests to sales@friendly.farm or call 814-323-5744 and obtain acknowledgment. Before Provider confirms a reservation, cancellation receives a full refund. After confirmation, Provider will refund amounts paid less services already delivered and reasonable, documented, nonrecoverable costs incurred specifically for the booking, such as approved personalized gifts, up to the amount paid. Unincurred travel costs are returned. Rescheduling is subject to availability, with any extra cost approved before proceeding. If Provider cancels or cannot provide the booked service, Purchaser may choose an available replacement date or a refund for the unprovided service and undelivered gifts. Unsafe weather or animal illness will be addressed through rescheduling or that refund option. If guest/venue conditions violate the rules and prevent service, the documented-cost approach above applies; no additional penalty or automatic future charge is authorized. Refund processing time depends on the payment provider.

7. Flowers, balloons, and photographs

Gift images are examples. Flower varieties, colors, containers, and balloon designs may vary with the occasion and availability; material changes require Purchaser approval. Gifts, ribbons, balloons, and food must remain away from the animals and are handed to an adult separately. Balloon pieces can be choking hazards for children and must be supervised. Guests may take photos only as directed by staff, without flash or disruptive equipment. This agreement gives Provider no promotional photo or video permission; that requires separate consent.

8. Electronic acceptance and copies

By typing their own full name and checking the agreement box, Purchaser intends to sign this agreement electronically, confirms they are at least 18 and are the person placing the order, acknowledges the experience rules, and agrees to receive this agreement electronically. The PDF can be downloaded or printed before acceptance and a copy of the acceptance record is available afterward. To use paper instead, stop before accepting and contact Provider at the phone or email above. Access requires a device/browser able to display this page and a PDF reader. Purchaser can request a copy or update contact details by contacting Provider. Withdrawing consent to future electronic communications does not undo a previously accepted agreement. Acceptance does not establish that payment cleared or that Provider confirmed the reservation.

9. Records, changes, and governing law

Provider retains the booking summary, accepted terms version, typed purchaser name, server-recorded acceptance time, document fingerprint, and payment reference to administer the booking and document the agreement. Private agreement download links should only be shared with intended recipients. Booking changes after acceptance require an updated written agreement or quote; the prior record is retained. This agreement and the confirmed booking summary form the service agreement. Texas law and applicable federal law govern, without eliminating nonwaivable consumer rights. If a provision cannot be enforced, the remaining provisions continue to apply. Questions or notices: Penelope Farms, LLC, sales@friendly.farm, 814-323-5744.

Rules for every animal experience

1. ANIMALS CAN BITE OR SCRATCH, even when friendly. Never tease, chase, grab, or handle them without keeper permission.
2. Disclose relevant known allergies before booking and update the keeper before contact. Ask the recipient, guests, and children's guardians; do not assume no allergies. Animals, hay, feed, flowers, pollen, and balloon materials may cause reactions.
3. Wait for a staff member before entering or approaching an animal. Follow keeper directions at all times.
4. Walk slowly, speak quietly, and give each animal room to move away. No chasing, grabbing, climbing on, or picking up animals.
5. Touch only when invited, using gentle movements where the keeper shows you. Keep hands away from faces, mouths, feet, and claws.
6. Feed only food supplied by staff, only when staff permits, and exactly as demonstrated. Never bring outside treats.
7. Keep outside food, drinks, pacifiers, toys, flowers, balloons, and ribbons out of the animal area. Keep other pets separated.
8. Children must stay with a supervising adult. Do not enter with strollers or loose items unless staff approves.
9. Wash hands with soap and running water after leaving the animal area and before eating, even without touching an animal. If unavailable, use sanitizer containing at least 60% alcohol, then wash as soon as possible.
10. No flash photography, loud music, sudden movements, or crowding. Let the keeper pause or end contact when the animal needs a break.

Capybara experience rules

1. Pet gently on the back or sides only when staff invites you.
2. Never chase, grab, climb on, or lift a capybara; keep fingers away from the mouth.
3. If feeding is offered, use only staff-provided treats and the exact hand position demonstrated by staff.
4. Stay outside pools and water areas and do not block the capybaras' path to their resting space.

Kangaroo experience rules

1. Let the kangaroos approach at their own pace. Stay in the position the keeper requests.
2. Never pull ears, tail, fur, or limbs, and never reach into a pouch.
3. Do not stand behind, crowd, hug, chase, or pick up a kangaroo. Keep clear of hind legs and tail.
4. Feed or touch only when the keeper specifically permits and demonstrates it.

Two-toed sloth experience rules

1. Sadie stays on her keeper-approved support. Do not lift her, detach her grip, or pull her limbs or claws.
2. Keep fingers and faces away from her mouth and claws. Touch only where and when the keeper invites you.
3. Holding or feeding is not guaranteed. No guest may take or pass the sloth without explicit keeper direction.
4. Keep the area quiet and comfortable; allow rest breaks and follow all keeper temperature and shelter instructions.

Sloth-o-Gram celebration rules

1. A responsible adult host or the venue must know an animal visit is coming, even if it is a surprise for the recipient.
2. Prepare a quiet introduction area before staff arrives; no surprise shouting, confetti, party poppers, or loud music near Sadie.
3. Flowers, balloons, ribbons, and the keepsake card are presented to an adult separately, away from Sadie.
4. Allow time for the keeper's safety introduction. Follow all two-toed sloth rules; contact and poses depend on her comfort.

Purchaser electronic acceptance

I am at least 18 and am the purchaser ordering this experience. I have read and agree to the Penelope Farms, LLC booking agreement and experience rules, consent to electronic records, and intend my typed full name to be my electronic signature. I understand that the reservation requires Provider confirmation.

Purchaser typed signature: Not yet provided

Acceptance recorded (UTC): Not yet accepted

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Provider confirmation: separate written confirmation is required. This PDF alone is not proof of payment or confirmation.