

FAQ

Q - Do your Pony Rides have a weight limit?

A - We do have a weight limits for our ponies. Depending on the pony, for example the max weight for our bigger ponies is 80lbs.

Q - How many ponies will I need for my Party?

A - We can help you determine this when you call to make your reservation, basically you can figure on each pony giving about 10 rides in an hour. However, it always works best to reserve extra time. Please bear in mind, our pony handlers and ponies will take breaks.

Q - I'd like to have my Party catered. Are there restrictions?

A - You can definitely have your party catered! We have a preferred caterer list to help you find the perfect caterer for your party. These are companies that we have worked with in the past. We trust them on our premises and to provide you with great service. Other caterers that are not on our preferred list may be permitted if they meet our requirements. All vendors must provide us a certificate of insurance with Sweetwater Horses, Inc. listed as additional insured. FYI: All the Pizza delivery drivers know the way the farm!!!....just sayin'

Q - Can we bring in food and cake?

A - Of course!! You can bring in any pre-cooked food. FYI: All the Pizza delivery drivers know the way to the farm!!!....just sayin'

Q - How much parking do you have?

A - Lots of free parking.

Q -What type of decorations do you suggest for my son's Birthday Party?

A - Any decorations for the picnic tables are permitted. We suggest that you keep in mind our healthy wonderful westerly breeze. Tablecloths may need to be secured by tying ends and other light decorations may not withstand the breeze. Balloons can pose safety problems for our animals so we ask that you DO NOT include them in the decorations.

Q - Can we bring our family dog?

A - Even though we love dogs and all animals we have to say NO DOGS.

Q - How many People can you seat in the picnic area?

A - We have picnic tables to seat around 40. We also have and hay bales for rent.

Q - What times of day can we schedule our Party?

A - Generally Saturday and Sunday afternoons.

Q - What about the set-up and clean-up? Do we have to haul out our trash?

A - *You are required to clean-up your party picnic area and tie up the trash sacks in the trash cans provided by us. That's it!*

Q - Can we bring snacks for the animals?

A - *We will have snacks for you to feed all the animals!! Please do not bring any treats with you. We do not allow anything at all to be fed that has been brought in. We don't want to confiscate your treats, that's no fun at all ...so let us get the treats!!*

Q - How many animals do you have in the Petting Barnyard?

A - *Well this depends on the season, but you can always find a flock of happy chickens and our silly goats!*

Q - Are your animals vaccinated?

A - *Yes all our animals are vaccinated and see the veterinarian and I regular basis.*

Q - How safe are your Ponies and Barnyard animals?

A - *All our ponies and animals are handled and cared for with respect and love every day. They are gentle and love people.*

Q - What is your cancellation policy?

A - *If we cancel due to weather or some other unforeseeable event, we will ask if you'd like to reschedule or we will give you a full refund. If you cancel **before** the "14 day no refund date", you will be refunded all the money paid, less the \$100 nonrefundable deposit. If you cancel **after** the "14 day no refund date" you will not receive a refund.*

Q - How many people can you accommodate?

A - *We can accommodate many group sizes, its best to contact us for large groups over 40.*

Q - Are there any other hidden costs?

A - *No other fees. Everything is listed on the price sheet!*

Q - How do we make a reservation?

A - *You can email us at info@sweetwaterhorses.com or give Loretta a call at 619-252-5544*