



Terms and Conditions

At Happy Garden Hens we do our very best to ensure that our hens are happy and healthy. If you would like to learn more about how we achieve this, please contact us. We also invite you to contact us should you wish to learn more about our terms and conditions.

Courses

- All courses must be paid for in advance and in full.
- All course bookings are non-refundable but may, in exceptional circumstances, be transferrable.
- Happy Garden Hens reserves the right to cancel courses for any reason and at any notice. We will inform you as soon as possible, if a course must be cancelled.

Hatching Egg Sales

We monitor hatch rates closely and consistently throughout the year. We only sell fresh hatching eggs: laid within seven days of the collection date.

- Hatching eggs must be paid for, in full, prior to collection. Payment can be made via bank transfer, cheque or cash.
- Hatching eggs must be collected in person, we do not post Hatching Eggs
- We do not accept hatching egg returns
- We do not guarantee that any of the eggs hatched will be female
- We do not accept any responsibility for eggs which do not hatch, for poor hatch rates or for chicks which hatch unhealthily

Chick Sales

- All chick reservations are subject to non-refundable deposit of £5. The deposit is deducted from the total cost of the chicken. The deposit will be fully refunded should we be unable to provide you with the chickens you requested. This deposit can be paid by bank transfer, by cheque or cash.
- We do not sell sexed chicks and cannot guarantee that any of the chicks purchased will be female.
- We do not accept the return of chicks, either male or female.

Point of Lay (POL) Hen Sales

At Happy Garden Hens we do our very best to ensure the happiness, good health and purity of our flock.

- All hen reservations are subject to non-refundable deposit of £5. The deposit is deducted from the total cost of the chicken. The deposit will be fully refunded should we be unable to provide you with the chickens you requested. This deposit can be paid by bank transfer, by cheque or cash.
- We cannot guarantee that we will be able to supply you with the hens you request.

- We cannot guarantee that we will be able to supply you with the hens you request for the collection date you request.
- We do not offer any compensation for delayed or cancelled orders.
- We cannot guarantee that your hen or hens will lay a specific egg colour.
- We cannot guarantee that you won't be accidentally sold a cockerel instead of a hen. (Sexing chickens isn't easy. It requires years of training and is a highly paid job. We are not trained sexers. If you are accidentally sold a cockerel instead of a POL hen, we will refund you the full amount you originally paid for the POL hen. You will only receive a refund if you notify us of this issue within 30 days of purchase. You will only receive a refund if you can prove that the cockerel was purchased from Happy Garden Hens. If you are accidentally sold a cockerel instead of a POL hen, you may return the cockerel to us at a time which suits us both).