

# The Chick and Duck Hatching

**Description:** We bring out an incubator, eggs and brooder box hatching manual and all your hatching essentials. As the farmer sets up the incubator, we ask that you gather the participants and have them ready within 5 minutes. While the incubator is heating up the farmer can do an introduction to the program with the chickens, unless you are NY. If we arrive when children are not available, we will have to continue our deliveries. This helps us to complete everyone's deliveries before they close. Our hatch guarantee is if you have no eggs hatch, we schedule a rehatch. Certain restrictions apply, please ask office. We do not guarantee when a chick will hatch or a chick's health. How to hatch eggs: You will put water in the incubator once a day, turn the eggs three times a day and make sure the incubator stays at the proper temperature. **For Ducks Only: you will add water to the second trough for extra humidity.**

Farmer will explain in more detail on delivery day. Please wait till Wednesday for hatch, if no hatch please call by 3pm Wednesday to let us know. We will then schedule the rehatch. **No Adult Chickens to NY.**

**Length:** We deliver on Monday, Tuesday or Wednesday and then you care for the eggs until Friday. Saturday and Sunday, you leave them plugged in and warm. Monday-Tuesday is when they are to hatch, and then we pick up for New York and Maryland on Thursdays and everyone else on Fridays. Certain holidays may change these days, please ask office.

**Price:** Price includes delivery, pick up, renting of equipment, guarantee hatch and manual for instructions. Prices on all programs vary on the time of year, how many and where you are located. We service NY, NJ, DE, PA and MD. We are located in Pennsburg, PA. We typically will travel three hours away.

**For Delivery:** WE CAN NOT SCHEDULE A DELIVERY TIME. There are many things that can delay us, which is why we cannot guarantee a time. We schedule several deliveries a day and have about 30min between each stop. Even with no traffic it is not possible to get to everyone between 9-11am. **Ducks do not have a presentation available.**

**Please understand our priority is to make sure you have a delivery and successful hatch, not a presentation.**

**For pick up:** The bottom of your incubator must be emptied of any unhatched eggs and cleaned with soap and water. The previous week's deliveries will be condensed to one day for pick up. This means that it is harder for us to accommodate a requested pick-up time. We ask that you please say your goodbyes the day before and have someone available between 8:30-5pm. If you don't you must call the office for special arrangements.

**When will we arrive? When will we leave?** Please keep in mind we are at the mercy of traffic, but we will try give you a call when we are leaving the place before you if we are able. We do not give out delivery or pick up times due to traffic and other such delays. The schedule changes 2-3 times a day, therefore a window of time is not accurate and only gives you expectations that we cannot guarantee.

## **What do you need to do?**

**First** - Make sure you receive a quote via email and check all the addresses, contact number, dates, times and price to be sure everything is what you discussed and approve it in your client hub to receive an official invoice and be added to the schedule.

**Second** - Please read and follow our cancellation and payment policies listed at the bottom.

**Third** - Please inform office staff/receptionist of our arrival. As well as have parking available for farmer. If a parking garage is all that is available, you are required to cover the cost.

**Fourth** - Have a 24" square area cleared for the incubator to be plugged in, be sure that it is not connected to the light switch, or the incubator will turn off every night you leave.

**What you need to know.**

**A.** We are insured and can send you a certificate. If you are tax exempt, we will need copy of your certificate. You can make checks payable to Quiver Farm Projects, Inc. mailed to 3096 Wild Run Road, Pennsburg, PA 18073. **B.** When you pay your invoice, you are agreeing to the cancellation and payment policies listed below.

**C.** You are not scheduled unless you have received a quote and made the deposit, and you are not confirmed for delivery until the full payment policy has been met.

**Payment Policy:** The 50% deposit is due on booking to hold your date. Remaining balance is due 30 days before delivery. So, if you are booking within 30 days of your program, the total program price is due. If you are paying with a purchase order, we must receive a copy of the purchase order at least 30 days before delivery, please notify us if this is how you plan to pay so we can make the invoice accordingly.

**Cancellation Policy:** Quiver Farm Projects does not issue refunds; we will reschedule or apply your credit to another program. If you reschedule the program or apply the credit to a different program that is more than 6 months away, then there is a \$50 service fee that will be due 30 days before delivery. If canceling within 30 days of delivery, there is a cancellation charge equal to 50% of your total program price. If canceling due to weather, we must be notified before the farmer leaves the farm or there will be driver's fee varying in cost depending on distance.

*If there is any issue with the above policies, please ask to speak with the office manager, please do not confront or ask another farmer on delivery day or other office personnel when scheduling.*

**Thank You** for reading, to confirm your booking please contact the office at [office@quiverfarm.com](mailto:office@quiverfarm.com) or please leave a voicemail with your facility name, number and reason for calling at 267.607.7522