

## Terms & Conditions

Thank you for booking your Alpaca Trek with Mid Wales Alpacas. To ensure you have a relaxing and enjoyable walk, we first need you to read our terms and conditions.

Before we set off, you will be given a Health & Safety briefing, anyone not adhering to the information provided in this briefing will be asked to leave the walk without compensation. If we feel your child is unable to listen and/or if they do not abide with the rules Mid Wales reserve the right to refuse to take them on the Trek, their safety is paramount. No refund will be offered.

Customers will be asked to sign a waiver before the briefing commences.

All treks are supervised by a suitably trained and experienced person, customers are not permitted to take the animals unaccompanied or leave the group with the animal.

There is a maximum of 5 alpacas per walk. Please remember that you may be sharing your walk with other people. Private walks can be arranged with a minimum of 2 alpacas (as Alpacas are social animals and are unhappy to walk on their own).

All children must be accompanied by a responsible adult (aged 18 years +).

Children under the age of 16 must share an alpaca with a responsible adult over the age of 18 on a second reign.

Due to insurance purposes, children under the age of 7 will not be able to attend the main Trek. Weather is one thing we can't promise and just like us, Alpacas aren't too keen on walking in very bad weather, so if we have to cancel your booking because of extreme weather, you will receive a call and or email on the morning of your walk. (Please check both before leaving as we can't be held responsible for missed messages on your part. We will give you a chance to re-book on an alternative date within a 12 month period of the original booking.

We will however, still go out in the rain, so you must wear suitable clothing for the weather - don't forget the sun hats and sun cream when we have those hot days as well as your wellington boots/walking boots and water proofs for those wet days. Please make sure you wear suitable footwear, trainers or walking boots for those dry days. Open toed shoes/Sandals cannot be worn on the experience and you will be unable to go on the walk, also you will not be given a refund.

Late arrivals will not be allowed to join the walk as they will have missed the safety briefing.

Cancellations - If you need to cancel your booking, please do this within 72 hours before your walk, via email - [info@midwalesalpacas.co.uk](mailto:info@midwalesalpacas.co.uk). You will be given a chance to rebook within the next 3 months. Refunds will only be given in extenuating circumstances.

Failure to cancel a booking, not turning up, arriving late and the trek has already gone out, and bookings cancelled later than 72 hours will not be given a refund or change of date option.

We are a working farm, with loose livestock grazing where you will be walking. Therefore, please do not go wondering around on your own as we cannot be held responsible for your safety. While all our animals are friendly, they can be unpredictable, so follow your guides advice at all times. Please park in the allocated parking area.

Before, during and after your walk you are welcome to take photos.

Children under 16 must be accompanied by an adult at all times, and children must be closely supervised at all times. Children under 16 will not be able to lead the alpaca on their own, a paying adult must have another lead attached to the alpaca too.

Our walks take just under an hour and are mainly on fields, with uneven ground, so unfortunately it will not be suitable for wheel chairs and pushchairs etc. There are inclines and declines, so please ensure that anyone coming will be able to walk the distance.

Hand washing facilities are provided. Those who accompany children have responsibility to ensure that adequate hand washing takes place.

Gift vouchers must be redeemed within 12 months of the purchase date.

The walks take place on a farm and there will be mud. Please bear this in mind as shoes can get dirty and we will not be held responsible for this or compensating for damages to clothing.

We do not recommend alpaca trekking for pregnant women, this is due to the rough terrain and the risk of getting kicked. If you are pregnant and wish to walk you will be required to sign a disclaimer.

We try to stick as close to our time as possible but Alpacas walk at their own pace. If you are time restricted and need to leave at a certain time please let us know at the start of the walk. Group bookings are possible with a maximum group size of 10 people. This is based on sharing the walking. Please contact us for more information.

During the walk we may take photos that may be published to our social media profiles and website, please let us know if you do not want your photo taken.

To finish your walk, we offer you a basic complementary tea or coffee and juice/water for the children.

No Dogs allowed

No Smoking

No one under the influence of alcohol or drugs will be allowed to join the walk.

### **Covid-Restrictions**

Due to the ongoing pandemic, we are applying certain restrictions and safety measures to keep everyone safe.

On arrival, please use the hand sanitizer supplied on the gate post by the parking area.

Please adhere to the social distancing rules with our staff.

If you feel unwell and are showing the signs of covid-19, please stay at home.

We are unable to allow you into the office, therefore the briefing will take place outdoors.

We are initially only taking bookings from single households or people that are allowed by the government to be in close proximity with each other. This may be subject to change as guidance changes.

All lead reins will have been disinfected before you touch them.