

# CARY ALPACA'S TERMS & CONDITIONS



## INFORMATION ON WALKING WITH CARY ALPACAS

Here are the Terms & Conditions. These are put in place for your safety and enjoyment of our experiences. You will be leading a large animal with possible encounters with cars, horses and dogs. You are responsible for your own safety and that of any children in your care. All guests will be asked to sign a waiver to say they have read and understood these conditions before commencing any of the experiences involving contact with the alpacas.

## HEALTH & SAFETY

- ✚ Prior to meeting any of the animals you will be given a safety briefing. The guidance given at this briefing must be adhered to or you will be asked to leave the walk without compensation.
- ✚ The experience will be supervised at-all-times, guests are not permitted to take the animals unaccompanied or leave the group with an animal.
- ✚ Trekkers of all ages will need to stay quiet and calm around the alpacas and not create any sudden movements.
- ✚ Alpacas may kick if they sense something close behind them. Please be aware of their hind legs and keep humans and animals away.
- ✚ We do not recommend Alpaca trekking for pregnant women due to the terrain and risk of getting kicked.
- ✚ To comply with our operating licence, you will be required to wash your hands on completion of your experience.

## UNDERSTANDING THE ALPACA

- ✚ Once on the walk you are part of the herd. They trust us to be good, calm and confident leaders.
- ✚ Alpacas are confident and curious and like to look around whilst walking. If your alpaca becomes spooked or alarmed just stay calm and they will settle down.
- ✚ When in their field alpacas will back away from you when you approach so to ensure they do not get caught. However, once they have a halter on with a lead they give up their need to avoid you. They will be happy to walk alongside you. You may even be able to lightly touch the neck, but this is invading their space, so it is not polite to try it too often. Never touch the rump of an alpaca although a staff member may do so to encourage the alpaca away from danger
- ✚ Alpacas are herd animals. They believe in sticking close together for safety. If one gets left behind, he/she may start to run to catch up! For the safety of the people at the back, the front party needs to stop and wait if a gap opens-up between the alpacas.
- ✚ 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.
- ✚ If you lose hold of the lead the alpaca will remain. However, should the alpaca become spooked and run off DO NOT chase.
- ✚ Alpacas do not like a tight lead or being dragged. You can encourage them forward using short ratchet movements: pull – release – pull – release.

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## TERRAIN

- ✚ The walks are based on field headlands and partial road within Cary Fitzpaine.
- ✚ There will be grass, mud if wet and you will need to protect yourself in the event of rain, cold, insects and occasionally the sun?
- ✚ Please wear suitable closed toe sturdy shoes (wellingtons or similar in the wetter months). We will still walk in light rain so please dress appropriately. We will not be held responsible for any damage caused to footwear or clothing.
- ✚ The routes are not suitable for buggies or people with mobility difficulties.

## CHILDREN

- ✚ Young Children are more than welcome. However, please be aware that the first part of the 'Cary Alpaca Experience' includes a 30 minute talk on alpacas followed by a 60 minute walk. We appreciate that children can easily get bored and will let you know they are!! We kindly ask, if this does happen, for the pleasure of the other members of the experience that you 'attempt' to minimise any disruption.

## DOGS

- ✚ Hopefully, you will appreciate that dogs are not permitted.

## MOBILE DEVICES & PHOTOGRAPHS

- ✚ Taking of personal photographs is an important part of the experience so feel free to snap away when you are in a safe place with no obstacle, cars, horses, dogs etc. **You need to be alert, and in charge of your alpaca at-all-times.**
- ✚ We will take photos for use on our Facebook page and website to promote our activities. Please let us know if you do not wish your photo to be used. Similarly, please respect the privacy of other people when posting your own photographs.
- ✚ Please refrain from using your phone during the walk as this may be annoying to other people out for a quiet walk with the alpacas!, whilst you do need to be paying attention at all times of your alpaca and the surroundings. We would prefer you to put your mobile to Silent / Vibrate during the walk, but this is not compulsory.
- ✚ We request 'NO DRONES' or similar devices as this unsettles the alpacas.

## BACK IN THE FIELD

- ✚ Once we are back in the field and the gate(s) are closed you will be informed where the alpacas are to be taken. Once at that location you will be given a final photo opportunity before a staff member removes the halter / lead from your alpaca. Please do not remove the halter yourselves.

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## BOOKINGS

- ✚ Bookings can be made via our website, [www.caryalpacas.co.uk](http://www.caryalpacas.co.uk), or by telephoning Kim direct on 07767 692286.
- ✚ The cost of the experience which includes walking an alpaca is as follows;
  - Aged 16 years and over: £ 25.00
  - Aged 6 years to 16 years: £ 12.50
  - Children 5 years and under: Free
- ✚ Cary Alpaca staff do not carry a DBS clearance therefore, all persons under the age of 18 years must be accompanied by a full paying adult whether or not they walk an alpaca.
- ✚ If the weather is inclement, such that the experience would not be pleasant, walks can be cancelled at short notice and rebooked at a mutually convenient time.

## Gift Vouchers

- ✚ Gift vouchers are valid for one year and must be redeemed by the expiry date on the voucher.
- ✚ Once you have booked to use your voucher the cancellations rules below apply.

## CANCELLATIONS

- ✚ We reserve the right to cancel if, due to the nature of the business, circumstances arise that are out of our control. A full refund will be made if rebooking is not an option.
- ✚ Should you cancel no less than 24 hours prior to your booking you will be invited to reschedule a maximum of once per booking. Any cancellations under 24 hours cannot be rescheduled and will not be subject to a refund. A 'no-show' will not qualify for a refund. All cancellations must be received in writing to [info@caryalpacas.co.uk](mailto:info@caryalpacas.co.uk)
- ✚ We will request an email address and mobile number from you on booking and will leave a message on one or both, in the event of a cancellation. Please check as we will not be held responsible for you missing these.

Kim Williams



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