

Below are our Terms & Conditions. Please bear in mind that for your safety and enjoyment of our experiences we politely ask all our guests to sign a waiver to say they have read and understood these before starting any of the experiences involving contact with the animals.

### Health & Safety

- There will always be a short safety briefing at the start, anyone deliberately not adhering to the information provided in this briefing will be asked to leave the walk without compensation.
- Trekkers of all ages will need to stay quiet and calm around the alpacas and not make sudden movements.
- All our experiences are supervised by a suitably trained member of our team, guests are not permitted to take the animals unaccompanied or leave the group with an animal.
- If you agree, your children may be allowed to take the lead at the guide's discretion when we are in a safe situation with nothing unusual happening. You must stay near the child if they are leading and be ready to take over if they get into difficulty. Most adults can restrain a haltered alpaca, but younger children cannot.
- Alpacas may kick if they sense something close behind them. We don't want that to be you or the alpaca behind. Please be aware of their hind legs and keep humans and animals away. It is especially important to remember this if we engage with people we meet on the walk who haven't been briefed, especially children.
- Hand washing facilities are provided. Those who accompany children have responsibility to ensure that adequate hand washing takes place.
- Please wear closed toe sturdy shoes (or wellies in the wetter months). Sandals are not suitable. We will still walk in light rain so please bring waterproofs if necessary and dress appropriately. We won't be held responsible for any damage to shoes or clothing.

### Understanding alpacas

- Alpacas are largely confident and curious while out walking and will enjoy looking around and meeting people. They take most things in their stride, but they don't like confined spaces and may need some time and encouragement to deal with strange obstructions. Sometimes if one of us slips or breaks a twig it can startle one alpaca which startles the others, so be on the lookout for them making sudden movements and just stay stable and calm. They will soon settle down.
- When free in the field alpacas will back off if you try to touch them as they are making sure they won't get caught. Once they are haltered and on a lead, they give up their need to avoid you and will walk happily beside you. You may be able to lightly touch the neck, but this is infringing their space, so it isn't polite to try it too often. Likewise, an alpaca should respect your space and not nudge or nibble you. Never touch the rump, although our experienced handlers may do so to encourage an alpaca to move out of danger.
- Alpacas are herd animals – they believe in sticking close together for safety. If one gets left behind he 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.
- If you drop the lead your alpaca will stay in the group and not run off unless very alarmed. Do not chase him. We can then pick up the lead and carry on.
- On a walk you are part of their herd. They trust us to be good, calm, confident leaders. This is for them as well, so make sure they have fun and get to stop and admire the view when they want to, or need a toilet break!

## Leading Techniques

- Your lead has a knot at the end. This makes sure it doesn't pull out of your hand.
- Do not wrap the lead around your hand – you need to be able to drop it quickly if you are in danger.
- Alpacas don't like a tight lead or being dragged. You can encourage them forward using short ratchet movements: pull – release – pull – release. Give them time to work out new situations.
- If your alpaca is reluctant to walk, release the pressure, you may be pulling too hard. Also try moving to the end of your lead and slightly to the left so that he can see past you, it may be that he is not confident with you yet and needs a little more space to get going.
- If you are in danger of falling or being dragged, drop the lead.
- Watch out for the lead rope getting wrapped round your alpaca's neck. If this happens, hold the end of the rope and manoeuvre yourself around the alpaca so you are back on the right side.

## Terrain

- The walks are based on footpaths around the neighbouring fields.
- There be long grass and mud if wet along the way and you need to protect yourself from sun, rain, cold and insects.
- Please wear sturdy shoes and be prepared to walk for about an hour unless otherwise arranged. This is a walk in the country, not the park!
- It is not suitable for buggies, very young children (unless carried) or people with mobility difficulties.

## Dogs

- Dogs are not allowed to accompany walkers. However, the farm dogs are likely to come with us.
- Alpacas are both alert and curious around strange dogs. They may attempt to touch noses if they feel the dog is safe. Do not allow this. It may provoke the dog to defend itself.

## Mobile Devices

- You need to be alert and in charge of your alpaca at all times. However, taking photos is an important part of the experience so feel free to snap away when you are in a safe place with no obstacles, cars, horses, dogs etc.
- We will take photos for use on our Facebook page and website to promote our activities. Please let us know if you don't want your photo to be used. Similarly, please respect the privacy of other people when posting your own photos.
- 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! Also, you need to be able to pay attention at all times to your alpaca and the conditions around you.

## Back in the field

- Once we are all back in the field and the gates are closed you will be instructed how to remove your alpaca's halter and lead. Please don't detach the lead otherwise you will have a loose alpaca still wearing a halter!
- Please wash your hands after your walk: toilets, hand washing facilities and sanitising gel are available in the SimplyAlpaca Studio.

## Bookings

- Bookings can be made by calling Victoria direct on 07980 587562 or emailing [simplyalpaca@btinternet.com](mailto:simplyalpaca@btinternet.com) The cost is £25 per person leading an alpaca or llama.
- A maximum of one additional person may accompany each alpaca at a cost of £10.
- 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.
- All children (under 12) must be accompanied by a responsible adult (aged 18 years +).

- Children under the age of 8 must share an alpaca with a responsible adult over the age of 18.
- Children under the age of 8 may accompany the walk under the supervision of a responsible adult at no extra cost, but are unable to lead the alpacas.

### Gift Vouchers

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

### Cancellations

- Cancellations in circumstances other than on the day inclement weather must be made no less than 72 hours before. You will be invited to reschedule a maximum of once per booking. Cancellations under 72 hours cannot be rescheduled and will not be subject to refund except in exceptional circumstances at the discretion of SimplyAlpaca.
- 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.
- We will request an email address and mobile phone number from you on booking and will leave messages on one or both of these if there is a cancellation, please check as we will not be held responsible for you missing these.

**Please tell your friends about your experience, share your photos and our Facebook posts and tell us if there was anything we could have done better.**

**Thank you for walking with the alpacas.**

**Victoria and Roger**