



- ★ www.lincolnshirellama.co.uk
- ★ llamas@lincolnshirellama.co.uk
- ★ 07891 781 791
- ★ Based in the Cleethorpes Area

Alpaca & Llama Experience/Walk Terms & Conditions

Please read our Terms & Conditions for Alpaca and Llama Walking. If the customer is in any doubt as to the meaning of the following, a representative from Lincolnshire Llama Cleethorpes should be consulted immediately.

1. All walks are supervised by a suitably trained and experienced employee. Customers are not permitted to take the animals unaccompanied or leave the group with the animal.
2. Walks include a health and safety briefing at the start, anyone not adhering to the information provided in this briefing will be asked to leave the walk without compensation.
3. Alpacas and Llamas are social animals and walk in pairs or groups, so all bookings must include 2 animals and suitably aged walkers. If this is not possible please contact us to see if we can add you to a group booking.
4. Additional charges apply for each accompanying person walking along with a llama/alpaca on walking experiences
5. 5. Maximum number of 1 additional person can accompany each alpaca or llama booking
6. 6. All children must be accompanied by a responsible adult (aged 18+). Please see our booking options if wanting to book an experience for children. www.lincolnshirellama.co.uk
7. Hand washing facilities are provided. Those who accompany children have responsibility to ensure that adequate hand washing takes place.
8. 8. There are no toilet facilities on the farm. There are public ones on our pub route walk, 1 mile away if you need to stop during the walk. For those on experiences at the farm you are also welcome to use the facilities at the Crown and Anchor pub should you require them.

9. Customers must dress appropriately. Please wear closed toe, sturdy shoes. Sandals are not suitable, and we will not walk with anyone not wearing appropriate footwear. Loose fitting clothing that may flap is also unsuitable. We still walk in the rain so please bring waterproofs if necessary.

10. Cancellations made more than 7 days before the start will be invited to reschedule a maximum of 1 time per booking within a 3-month period. Cancellations made under 7 days cannot be rescheduled and will not be subject to a refund

11. All deposits are non-refundable.

12. Gift vouchers must be redeemed within 6 months of the purchase date. Please arrange your booking with us as soon as you receive your voucher. This gives you more availability options. No dates can be guaranteed if you try to redeem your voucher with limited time left on its expiry (i.e. the week before it expires)

13. Parts of the walk take place off road and there may be mud. Please bare this in mind as shoes can get dirty and we will not be held responsible for this or compensate for damages to clothing

14. Walks are weather dependant and if the weather is unsuitable for walking, we will cancel the walk and offer an alternative date suitable to you. We cannot give refunds for circumstances out of our control. We categorically will not walk in high winds as this frightens our animals nor will we walk in dangerous conditions such as lightening and thunder

15. We will leave messages via the method of contact that we have with you. Please check as we will not be held responsible for missed messages on your part.

16. A risk assessment has been undertaken for each trekking route and is available upon request

17. We try to stick as close to our time as possible, but alpacas and llamas 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

18. During the walk we take photos that will be published to our social media profiles and website, so our customers can see their experience at no additional cost. Please let us know if you do not want your photo taken

19. Our llamas and alpacas are well trained to undertake the walking experiences; however, they are an animal and can still be unpredictable. Although accidents are rare, they can happen, and we will not be held liable should an accident occur. You participate at your own risk

20. Lincolnshire Llama Cleethorpes excludes any liability or injury, loss or damage caused to any participant contrary to the terms and conditions of this contract. Any claim is subject to an excess issued by our insurer which the participant concerned would be liable for and payable in advance.

21. We hold full public liability insurance

22. If you have any food allergies, we will require notice of this prior to your experience/walk.

I declare that I have read and understand these terms and conditions of participation in the Llama and Alpaca walking experiences. By signing below, I understand that I have entered into a contract with Lincolnshire Llama Cleethorpes and am fully aware of the implications and responsibilities placed upon me by doing so

Activity (Please select as appropriate)

Llama Walk:

Alpaca Walk:

Meet & Greet Experience:

Other:

Activity Date:

Full Name:

Signed:

Date:

Please return the completed slip 14 days prior to your booking to 47 Church Lane, Humberston, DN36 4HZ. Thankyou for choosing Lincolnshire Llama Cleethorpes. We look forward to seeing you very soon!