Alpacas at the Field

Terms and Conditions

Health and Safety

* Before the start of the experience there will be a short safety briefing. Anyone who deliberately does not adhere to the information provided in this briefing will be asked to leave the walk without compensation.
* Visitors 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 suitable trained member of our team, guests are not permitted to take the animals unaccompanied or leave the group with an animal.
* The experience is not suitable for children under 8 years. Children aged 8 years to 12 years may be allowed to walk an alpaca 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. Keep a short distance between yourself and the alpaca in front. Try to keep yourself in line with their front legs.
* Hand washing facilities are provided. Those who accompany children have the responsibility to ensure that adequate handing washing takes place.
* Please wear closed toe sturdy shoes. Wellies are good in wet weather. Sandals or flip flops are not suitable, and you will not be allowed to walk in them. We walk in light rain so please bring waterproofs if necessary and dress appropriately. We will not be held responsible for any damage to shoes or clothing.

Alpaca Behaviour

* Alpacas are mostly confident and curious while out walking and will enjoy looking around and meeting people. They are walked on a regular basis and mainly comfortable in their surroundings, but they may hear or see things that we humans don’t and at times may startle them. When one is startled, they usually are all startled and may make sudden movements, which are nearly always away from the human, but if you stay calm, they will settle down quickly.
* Once the alpacas have their halters on and on a lead rope, they will walk happily beside you. Most of the alpacas are happy for you to touch them and feel their lovely fleeces. However please bear in mind they are animals and some days they may not want you to do it. If you would like to please remain calm and very quiet in the way you do it. Slowly put your hand on their shoulder or bottom of their necks, never their bottoms and not their heads.
* If you do drop your lead rope it is not a problem, the younger alpacas may just have a little run around and come back to us but do not chase them. The other alpacas may be startled and be cautious and maybe even get a bit excited but please just hold on to the others if you can, if you are not comfortable holding on to them or feel it puts you or anybody else in danger then please let go.
* Please try and be calm and confident with them and allow them to have a nibble of the grass along the way.

During the walk

* Do not wrap the lead rope around your hand. The alpacas will not drag you around but if they move quickly, they could pull you and you may need to drop the lead rope quickly.
* Please do not pull the alpacas by the lead ropes. If they are reluctant or will not move forward, my alpacas are quite stubborn at times! just give the rope a little pull and when they move forward release it.
* Walk at the side of them slightly behind their shoulder so they can see all around them.
* The walk is in our secure 9-acre field. The terrain isn’t hilly but can be bumpy in places. The walk lasts around 30 minutes so please ensure you are physically fit and mobile enough to do the walk.

Mobile Devices

* Feel free to take as many photos as you like but please be aware of where other people and alpacas are.
* We will take photos for use on our Facebook page and website to promote our activities. Please let us know before the walk if you do not want your photos 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 if there are other parties in the walk. You may also need to be able to always pay attention to your alpaca and the conditions around you.

If the weather is inclement, such that the experience would not be pleasant either for yourselves or the alpacas, the walk may be cancelled at short notice and rebooked at a mutually convenient time.

All children aged must be accompanied by a responsible adult aged over 18.

We do not permit any dogs into our premises.

Cancellations

If you cancel within a week of the experience and we can resell that experience, then you will be refunded. However, if we cannot you will be asked to rebook. Once you have rebooked then there will be no refund if you cancel the booking again.

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. Please ensure we have your email address and contact number if the event we do have to cancel.

Only persons that are included in the paying party are able to join in the experience.