

BOOKING TERMS & CONDITIONS

Cancellation and Rescheduling Bookings

Please be aware that we operate a 48 hour (2 working days) cancellation and rescheduling policy. If you do not contact us before 48 hours we will be unable to move or refund your experiences. If you cannot reach us by phone (07467288719) please email us (info@strangfordbayalpacas.co.uk) as soon as possible. We must uphold this policy under all circumstances.

Lateness

Group experiences

Our guides will begin all group experiences on time. Latecomers will be unable to join the experience, and no refund will be given. Please plan your journey to arrive 15 minutes early. If you arrive after the start time for the experience, you will be unable to do the experience as you will have missed the health and safety talk and we will be unable to reschedule or refund your experience after this point. We understand some circumstances cannot be prevented and are unforeseen, however we must stick to our policies in all cases.

“No Shows” - Failure to cancel bookings which result in a “no show” will mean the booking is lost and no refund will be given.

Private experiences & events

Arriving late to your private experience or event will reduce the amount of time you have for your experience, for example if you arrive 30 minutes late you will lose 30 minutes of your experience. We will not extend your experience to allow for you being late. If you are doing a walk and the guide doesn't think there is enough time to complete it you will not be able to do the walk and will have to stay in the field for the time left on the slot. You will still be allowed to meet, greet & feed the Alpacas in this case.

Experience Numbers

All group experiences require a minimum number of attendees. If this minimum number is not met, we can reschedule your booking to the next available slot or offer a voucher or a full refund.

Accessibility

Walking surfaces are not always level on the farm. Getting to the Alpacas is over some stone which is flat but can be uneven. Some parts of the walks are over rough terrain. If you are unsure you can complete the walk, we have a bench beside the alpaca field where you can

relax and enjoy the view until we get back. You will still need an 'Accompany' ticket and will be able to take part in the feeding part of the experience. Please get in touch if you need further information on the difficulty of the terrain. If doing a walk, when bringing young children, adults must feel confident that their child can walk the whole distance of the walk. If they cannot, you must bring a sling or a carrier as we cannot authorise pushchairs on our walks and cannot allow you to carry your child as you must have both hands on the rein of the Alpaca at all times. We reserve the right to refuse you participation of the experience if we feel it is a risk to your own safety. In this instance you will lose your experience as no refund will be given.

Accidents

Accidents do happen, albeit very rarely. We give an extensive health and safety briefing prior to any experiences, and you should follow the instructions given. We cannot accept responsibility for any accidents or injuries that occur on our farm.

Photography

During the experience, your guide will be happy for you to take photographs, we will ask you if you are happy for us to take photographs on the experience and we may use these photographs for advertising purposes on social media at a later date. By booking with us we will trust this is accepted by you and all party members unless a member of staff is notified on the day prior to the experience or you contact us in advance.

Pre-existing medical conditions

Our staff are not medically qualified and so are not in a position to assess the capacity of participants to undertake an experience. It remains your responsibility to undertake such an assessment prior to the experience. If you are under any doubt, please consult a doctor beforehand. However, we reserve the right to refuse you participation of the experience if we feel it is a risk to your own safety. If you are a carer or you are bringing someone who you feel needs special allowances made for them please contact us before booking as we will assess each situation on person to person basis.