

## Standard Terms and Conditions - updated 25<sup>th</sup> May 2023

### Our Obligations to You

1. If you make a booking with us, this will entitle you to participate in a llama experience on the agreed date unless, in exceptional circumstances, it needs to be postponed or cancelled by ourselves eg.in the event of adverse weather.
2. We will hold a provisional booking for a maximum of 7 days, after which time a deposit of 20% is required to confirm the booking.
3. You have a right to cancel up to 14 days after paying a deposit and receive a full refund.
4. Once booked, we will provide you with a full confirmation e-mail with all the information you will need for your experience, including directions to the farm where we are based.
5. In the event of an experience being postponed or cancelled due to adverse weather conditions, or in exceptional circumstances, alternative dates will be offered as quickly as possible.
6. We will provide as much notice as possible of any postponement or cancellation, however in exceptional circumstances, we reserve the right to cancel or postpone an experience any time up to the morning of the experience.
7. If, in exceptional circumstances, we are not able to provide an experience on the date booked and for any reason not able to offer alternative dates, we will issue a full refund.
8. Refunds in any other circumstances are at our discretion and are subject to administration costs - normally 20% of the booking cost.
9. We do not accept liability for any costs or expenses you incur if we have to postpone any experience where the reason for the postponement is beyond our control.
10. We carry full public liability insurance and will take every precaution to ensure your safety, however we shall not assume any liability whatsoever for any personal injuries or loss or damage to personal property in the absence of negligence on our part. Risk assessments are available on request.
11. We are happy to provide experiences for all abilities and provide an Access Statement on the website.
12. We provide toilet and hand washing facilities and free car parking but do not have electric charging points.

### Your Obligations to Us

1. If you need to cancel or postpone an experience you must give adequate notice (at least 48 hours) unless in exceptional circumstances. If you fail to do so, you may not be entitled to reschedule the experience, or to any refund.
2. It is your responsibility to thoroughly read, and respond to, your confirmation e-mail sent to you after booking and to follow all the instructions that it contains - particularly in regards to following the directions given to the farm where we are based as this is NOT our home address given on the website. If you fail to do so, and therefore arrive late, Clause 3 will apply.
3. It is your responsibility to ensure that you arrive well in time for your booked experience, at least 10 -15 minutes beforehand. If you arrive late, you may either receive a shortened

experience, or if you are so late that even this is not feasible, you will not be entitled to reschedule the experience, or to any refund.

4. Our overriding consideration is your safety and the safety of others and our llamas. You must obey any requests and follow instructions given by ourselves – in particular the safety and handling instructions given at the beginning of the experience. We reserve the right to refuse to allow you to continue with your experience if at any time you put yourself, others or the llamas at risk.
5. For safety reasons it is your responsibility to wear the appropriate outdoor clothing and footwear as detailed in your confirmation e-mail. Failure to do so may result in you not being able to take part in your experience, and you will not be entitled to reschedule the experience, or to any refund.
6. You may only bring along people who are pre-booked on the experience. Our experiences are not suitable for spectators or children under 5 years old, unless by special arrangement at the time of booking. Children under 16 must be accompanied by an adult.
7. Dogs are not allowed, except in exceptional circumstances eg. registered assistance dogs, and only by special arrangement at the time of booking. Llamas view strange dogs as predators and are very wary of them. Dogs may not be left unattended in cars.

#### Vouchers

1. A voucher entitles you and one other person to participate in the experience stated on the voucher, at a date to be arranged, before the expiry date shown on the voucher.
2. You must contact us at least one month before the expiry date to book your experience.
3. If you do not take your experience before the expiry date you will lose the right to participate. We will not issue a refund in these circumstances.
4. All proceeds from unused vouchers will be treated as donations towards our therapy work.
5. Vouchers may not be used for two children under 16 - at least one participant must be aged 16 or over.
6. Additional people may be added to the experience at the time of booking, but NOT on the day of the experience.
7. Vouchers may be upgraded to a different experience at the time of booking.
8. Vouchers are not redeemable for cash.