



BOTANY BAY  
ENGLAND

## Terms & Conditions – Alpaca Trekking

### **Please note the following Terms & Conditions regarding Botany Bay Alpacas, Alpaca trekking:**

We can take a maximum of 3 alpacas on the Alpaca treks. If the bookings are 2 or fewer, 2 weeks before the date, then we reserve the right to offer an alternative date or your money back.

During all walks we have two Botany Bay trained personnel on foot. One at the front and one at the back of the alpacas for extra safety and security.

Children are welcome age six and over (must be accompanied by a paying adult. Note if your booking is just 1 adult, 1 alpaca we assume you will be attending alone. If it is only you who wants to do the trek and your partner is just coming to accompany then you book the shared option and you do all the trekking with our alpaca.

If you come with someone who has not booked, they should either drop you off and return later or wait in the car. There is no waiting area on site for those who have not booked.

You will receive automatic confirmation by email at the time of booking. Approx. 5 days before the event you will receive the detailed programme and pre walk information.

Date changes cost £10 per booking up to 14 days before the date of your walk. If you wish to change the date then please contact us and we will help you rebook, subject to availability. Rebookings are subject to a £10 administrative fee.

Cancellation 14 or more days prior to the trek a 50% refund will be given, however, we are unable to refund within 14 days of the trekking experience.

If some or all of your group do not attend on the day there are no refunds.

If you are a slow walker, unsteady on your feet or have an injury which impacts on your walking ability, then the trek is NOT suitable. You must be able to use both hands to hold the lead rope when walking your alpaca, if you cannot do this then the alpaca treks, sadly are not suitable for you. You must wear appropriate footwear. Sandals, flip flops or high heels are not permitted. Do bring suitable clothing and footwear (sun cream, water and hats for sunny days, waterproofs and wellies for wetter days).



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Alpacas are timid animals and can be scared or surprised by sudden sounds/movement this means that it is possible your alpaca may suddenly pull or shy during the trek. This is not usual but it is possible. You must be confident that you have the strength to hold the alpaca leading reign with both hands at all times in case they suddenly pull during the trek not only for your safety but theirs too.

**Dogs:**

Dogs on leads are welcome on the farm but they are not permitted on any experiences.

**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.

**Pregnancy:**

We are a working livestock farm. We therefore have natural bacteria and parasites which in some circumstances may be harmful to a pregnancy. If you choose to visit the farm or participate in an experience we recommend you do not touch pregnant sheep or lambs and thoroughly wash your hands after being around any of our other animals, especially before consuming food.

**Weather:**

The trekking experiences run in all weathers unless deemed unsafe. If we do plan on cancelling experiences, we will contact you as soon as we can to let you know.

**Risk Assessments:**

Our full farm risk assessments are part of our Terms & Conditions and can be read in full here.

We reserve the right to cancel bookings if we feel it is not suitable or safe for you without refund.

**PLEASE NOTE:**

**Botany Bay is a working farm and experiences are only on the days advertised by prior bookings.**

**However, the farm shop is open seven days a week.**

**Botany Bay Farm & Shop**

230 The Ridgeway, Botany Bay, Enfield, EN2 8AP