

Terms & Conditions Waiver - Interactions with our animal

Visitors will receive a brief safety orientation at the start of the experience. Failure to adhere to the provided information may result in removal from the activity without compensation. All visitors, regardless of age, must remain quiet and calm around the animals, avoiding sudden movements. When feeding the animals, use the palm of your hand with fingers flat to offer pellets. It is suggested that young children feed from bowls if they feel anxious. Each experience is supervised by a trained team member, and guests are not permitted to handle the animals alone or leave the group with an animal. By ticking the box on your booking, you confirm that you have read and agree to these terms and conditions for yourself and all attendees on your booking. Children under 12 must be accompanied by an adult over 18. Children under 8 can accompany a walk but not lead an alpaca unless agreed otherwise.

Our Goats

Goats are playful creatures that may jump, run, and butt each other. Visitors should be aware that goats may stand on their hind legs and lean against them during interactions; caution is advised regarding their horns, particularly for small children or those who lower themselves to the goats' level. Goats may nibble on clothing and jewellery, potentially causing damage or dirt, so wearing older clothes is recommended. Young children must stay close to an adult, as they are fully responsible for their supervision.

Alpaca Walks & Understanding Their Behaviour

On walks, children may lead alpacas at the guide's discretion when conditions are safe, but adults must remain nearby to assist if needed. Alpacas can be restrained by most adults, but younger children cannot manage this alone. Be cautious of standing behind alpacas, as they may kick if startled. Hand washing facilities are available, and it is the responsibility of accompanying adults to ensure adequate hand hygiene. Wear closed-toe sturdy shoes or wellies during wet weather; sandals are unsuitable. Experiences will proceed in light rain, so appropriate attire is necessary. We are not liable for any damage to footwear or clothing. Alpacas are generally curious and confident, though they may require time to adjust to unfamiliar obstructions. Sudden movements can startle them, so remaining calm and stable is crucial. In fields, alpacas avoid touch to prevent capture. Once haltered, they walk comfortably beside you. Lightly stroking their neck may be possible but avoid touching their heads or rumps unless necessary for safety. To ensure everyone's safety, maintain a consistent pace so no alpaca is left behind. Always walk on their left side and provide ample space for their movements. If an alpaca escapes during a walk, do not chase it; we will recover it calmly.

Leading Techniques for Walking

Do not wrap the lead around your hand; it should be easily droppable if necessary. Use a gentle, pull – release – pull – release method to encourage forward movement without pulling too hard. An alpaca handler will explain how to lead properly on the day. Maintain awareness of the lead rope to prevent entanglement. Most experiences are conducted on the farm and involve walking through various terrains such as long grass, mud, and woods. Prepare for a 45-minute walk unless specified otherwise. Dogs are not allowed on walks, and we aim to avoid encounters with them. If a dog approaches, a team member will manage the situation to prevent disturbance.

Mobile Devices

While managing your alpaca, taking photos is encouraged in safe conditions. We may take photos for promotional purposes; please inform us if you prefer not to be photographed. Respect the privacy of others when posting your own photos. Limit phone usage during the experience to avoid distractions. At the end of the experience, do not detach the lead; we will do this for you. Remember to wash your hands after the experience using the available facilities.

Gift Vouchers

- Must be redeemed within 12 months of purchase.

Cancellations

- Walking, bespoke packages, and birthday parties: Cancel at least 48 hours prior for rescheduling. Cancellations within 48 hours will not be refunded except in exceptional circumstances.
- Other experiences: Cancel at least 24 hours prior for rescheduling. Cancellations within 24 hours will not be refunded except in exceptional circumstances.

We reserve the right to cancel due to uncontrollable circumstances. Full refunds will be issued if rebooking is not possible. Please provide your email and mobile number when booking; check for messages regarding cancellations, including junk mail.

Share your experience, photos, and reviews on social media and marketing platforms like Google, Trip Advisor, and Facebook.

Thank you for visiting. We hope to see you again! **Jon & the LBA team**

