



TERMS & CONDITONS

Here are our **Terms & Conditions**. Please bear in mind that for your safety and enjoyment of our experiences we politely ask all our guests to read our terms and conditions and tick the box provided to say that they have understood these before starting any of the experiences involving contact with the animals.

Health & Safety

- There will always be a short briefing at the start of your experience, anyone deliberately not adhering to the information provided in this briefing will be asked to leave the experience without compensation. Visitors of all ages will need to stay quiet and calm around the alpacas and not make sudden movements. Alpacas may kick if they sense something close behind them. That could be you or another alpaca so please be aware of where you are standing and what's around you as we don't want that to be you or another alpaca behind if they kick.
- Hand washing facilities are provided. Those who accompany children have a responsibility to ensure that adequate hand washing takes place. We will still do experiences in light rain so please bring waterproofs if necessary and dress appropriately. We won't be held responsible for any damage to shoes or clothing.

Understanding Alpacas

- When free in the field alpacas will back off if you try to touch them as they are making sure they won't get caught. They tend to skip and run around so please give them space to do so. Alpacas should always have an escape route and never be closed into a space without offered one.
- If bags of food or bowls of food are provided for you to feed our alpaca, then when feeding the alpaca by hand, put some feed on the palm of your hand with the fingers held flat. This is to avoid any nips to the fingers or hand. We'd like you to go home with what you came with.
- All our experiences are supervised by a trained team member, guests are not allowed to take the alpaca unaccompanied or leave the group with an alpaca.
- Hand washing facilities are provided. Those who accompany children have a responsibility to ensure that adequate hand washing takes place. We will still do experiences in light rain so please bring waterproofs if necessary and dress appropriately. We won't be held responsible for any damage to shoes or clothing.

Your Experience

- We want it to be a good one so please be aware our ground can be uneven in places so please be careful when walking or running. Grain is known for its mosquitos so please take precautions to avoid being bitten by using some insect repellent on your visit. Toilet and hand washing facilities will be shown on arrival. Children are your responsibility whilst visiting the farm so please keep them safe. We do have a pond & a ditch at the bottom of the farm so please be aware of this. Although gates will be closed to this area.
- While there is wheelchair access we are yet to provide a wheelchair accessible toilet. The ground is also steep in places so please be aware of this when booking your experience.
- Please bring adequate provisions to take away your own rubbish. We do not have the facilities to dispose of this as yet.
- Please be aware we have alpacas and chickens running free on the farm.

Parking

- There are no parking facilities on the farm. Parking is available on the left before you enter the gravel track to the farm. Please park sensibly.
- Please do not use the bins in this area to dispose of your rubbish as this is a public car park & the bins do not belong to us.

Cancellations

- If the weather is unpleasantly cold or wet such that the experience would not be pleasant, experiences can be cancelled at short notice and rebooked at a mutually convenient time.
- Cancellations in circumstances other than on the day inclement weather must be made 24 hours in advance.
- Cancellations under 24 hours cannot be rescheduled and will not be subject to refund except in exceptional circumstances at the discretion of Grain Coast Crafty Alpaca. You will be invited to reschedule a maximum of once per booking. 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. We will request an email address and mobile phone number from you on booking and will leave messages on one or both of these if there is a cancellation, please check as we will not be held responsible for you missing these communications. These may sometimes go into your junk email box.

Please tell your friends about your experience, share your photos on our social media & your own tagging us @Grain Coast Crafty Alpaca Farm and please do tell us if there was anything we could have done better.

Thank you for coming and we hope to see you again

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