



## Terms and Conditions

### Age Requirements:

- On all adult walks including the Couples Walk, those booking are aware that they must be over 12 years old. Those aged 12 and under must be accompanied by an adult and purchase the Parent & Child Walk option.
- Those booking walks from the boys farm are aware that due to the longer and more adventurous nature of these walks, persons must be over 12 years old. By reading this you acknowledge that for your own safety you ensure those on the booking are 13 years or older. Failure to acknowledge this may result in your booking being cancelled.

### Cancellation Policy:

- If for any reason you're unable to attend your walk please call or email us at least 24 hours prior to your scheduled walking slot, and your money can be refunded. If you fail to let us know 24 hours in advance your money will be kept and your booking will be transferred to a different date and time of your choice.
- Please note our trekking experiences do take place outside. We always try to go ahead with bookings however in the event of unfortunate weather conditions your booking will be rescheduled and transferred to a different date and time. No refunds will be given in this circumstance.

### Underlying Medical Conditions:

- If you are pregnant please take precaution. The alpacas are calm natured animals however if provoked they could cause harm or injury. We would advise those pregnant merely to observe if they are attending with their friends or family.
- Those with back or knee problems please take precaution. The trekking routes are not extreme and are kept in top condition ensuring they are safe however please book knowing your own limitations if you have present injuries.
- We are not liable for any injuries that may occur at our locations or whilst trekking with us.

### Covid-19 Update:

- On your arrival you will be asked to fill out a Covid-19 Visitor Declaration form. This is for your safety and the safety of our team who operates at our locations. If you refuse to sign the form then your booking will be terminated.
- All treks will be carried out with extra precaution and inline with government guidance. We can ensure you that we are following the highest measures to guarantee your safety and our staffs safety too.

Please get in touch with us if you have any further questions.

Thank you in advance for your cooperation!  
From the team at Ings Park Alpacas.