

# TERMS AND CONDITIONS



## Alpaca Experiences

Alpacas like to be in a herd so we arrange walks to include at least three alpacas at a time. This means that we may join pairs or small groups together and if you are booking just one alpaca, you will always be with someone else.

Don't worry, though - we like to keep things small so there will never be lots of people on your walk!

Children and young people aged 6 to 16 need to be accompanied by an adult at all times. There is a £10 charge for accompanying adults, walking without an alpaca. When you are booking children on an experience, we will ask about their ages and needs so that we can ensure there will be enough accompanying adults to support them to walk safely. On some occasions, we will ask for a minimum number of adults to accompany. Adults are responsible for the children and young people they bring.

Alpacas don't like very wet and windy weather so if heavy rain, storms or snow is forecast, we will re-arrange your visit. If something comes up and you need to cancel, please give us as much notice as possible. We will try and re-arrange your visit (within the next six months). You can also request a refund but if you cancel with less than 24 hours' notice, then no refund will be given.

Please note we do not allow dogs on the farm. Alpacas will alarm at dogs they do not know.

## Orders for Cake and Tea

We need about a week's notice to organise cake and tea for your experience and if you need to cancel, we need to know at 48 hours before, otherwise no refund will be given.



Oak Tree Farm,  
Park Avenue  
Woodborough  
NG14 6EB



[www.oaktreealpacas.co.uk](http://www.oaktreealpacas.co.uk)



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## Alpaca Experience Gift Vouchers

Vouchers are valid for one year from date of purchase. The month/year of sale is on the bottom right hand corner of the voucher. Please quote the voucher number (e-voucher) when booking. If you have a paper voucher, please bring this with you when you come for your walk.

If the voucher is for a child's walk, the child must be accompanied by an adult. There is a £10 charge for accompanying adults.

If you would like to add more adults/children or cake and tea to your walk, just ask.

## Alpaca Adoption Package

Alpaca adoptions last for a year from purchase and allow the adult or child who has the package to walk with their chosen alpaca four times, or to meet and feed the alpacas in their field.

If the adopter is a child, they must be accompanied by an adult on their walk. There is a £10 charge for accompanying adults, payable on booking. There is an option to include this in the adoption package. Of course, if you would like to add more adults or children to the walk, that's fine. Just let us know and we can send payment details with your booking confirmation.



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