

How and When To Book with a Gift Voucher!

We operate all year round, 7 days a week, apart from, Christmas Day and Boxing Day. Pre-Booking is essential, we are not an Open farm, and we run each option dependant on the demand for that option. We cannot guarantee a specific option will be running on any one day, so please have a few dates in mind prior to making contact. Below we explain in more detail about how and when we run each option:

The Junior Experience

This runs much more frequently during school holidays/weekdays and sometimes on weekends. We will run this with a minimum of one family of up to 4 and a maximum of 3 families on any one session. Start times dependant on date and time of year, but we do run them in both morning and afternoons.

The Adult and Teen Experience / The Senior / Disabled Experience

These run on either weekdays or weekends, and minimum of 2 people. If you are a single person booking, then it maybe you have to wait for a date when we have others booked on. Please contact us in advance so we can try to organise it so others are booking on the date you require. Times vary dependant on the time of year, but we do run both morning and afternoon sessions.

The Scenic Farm Trek

This is the most popular option we have. We require a minimum of 4 humans and 2 llamas to be booked out to run this trek, (this is due to welfare, as llamas and alpacas are herd animals & they would stress out when alone)! If your vouchers only covers one llama, you will have to book onto a trek where there are other llamas booked on, however this trek is very popular and runs very frequently on most weekends and weekdays (especially school holidays). We recommend booking well in advance as these treks can become booked up quite quickly. We can have up to 12 animals on any one trek! We sometimes have multiple of these treks running on one day, start times vary dependant on the time of year, but we do run both morning and afternoon sessions.

Half Day Trek

This option requires a minimum of 4 llamas to be booked on. This is because the llamas themselves are much happier in a group of 4 or more when trekking to the next village!

All Half Day Treks are morning starts, usually 9:30am. They run frequently most weekends, and we do take bookings on some weekdays too, providing there is enough demand. There is less demand for this trek during November to March. We encourage booking well in advance. If your voucher expires during the Winter months do not leave booking this trek to the last 3 months before your expiry date as we cannot guarantee we will have the demand for it to run. **Book well in advance!**

Full Day Trek - You can never contact us too early to arrange this trek!

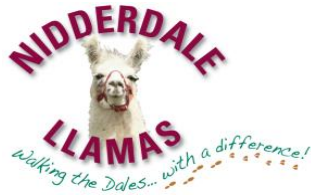
This option runs 4 to 5 times a year and we can only run this trek during Spring or early Autumn. It is too hot for the llamas in the Summer months to ask them to walk the distance and during the late Autumn and Winter months we do not have enough daylight hours to be able to run it. We require a minimum of 6 llamas to be booked out to run it, so if your vouchers only cover one or two llamas you may have to flexible with dates as we require the demand to run the trek. **We suggest you get in contact with us on receipt of your vouchers** to let us know an idea of the dates you are hoping to trek, so we can co-ordinate dates from our end with other full day customers. Even if you're not sure of specific dates, please get in touch to let us know the time of year you would be interested in trekking. We then keep your details and contact you when we have definite dates arranged.

Llama & Alpaca Experience Vouchers for a particular amount of money

These vouchers are not dedicated to any of our specific options. To choose your option take a look at the experiences and treks that we offer through the 'Treks/Experiences' page on our website, or you can browse basic information regarding these on the leaflet that came with your voucher. Also check out the above information as to when the options run. Once you have chosen the option you would like to do, you can either telephone us, email or send a Booking Enquiry through the website. Alternatively, if you have only a few dates when you can come, contact us to ascertain which options we have running on those dates and what our availability is like.

Voucher Terms & Conditions are enclosed with the vouchers. Please note - We will not extend ANY vouchers after their expiry date, under ANY circumstances, free of charge, but we do have payable extension options available. The vouchers are allocated to codes as opposed to a person, so you can pass the voucher onto other family members or friends, so it can be enjoyed and used as opposed to being lost.

We want our customers to be able to take full advantage of our vouchers & their full value. However please understand that we are running a business and have to manage our bookings diary efficiently in order to maximise availability for all our customers.



Useful Things to Know about Llama Trekking!

What is Llama Trekking? – You cannot ride llamas, but simply take them for a walk and enjoy their company, entertainment value and the countryside. They will carry your gear, so you can leisurely stroll alongside them. Very relaxing!

Is llama trekking safe? – Yes, it's one of the safest leisure activities you could engage in. Providing you follow our instructions for handling the llamas you will be safe.

Do I have to be physically fit? – Your level of fitness does not matter providing you choose the trek most relevant to your ability. All the trek options cover hills and very un-even ground. If you have any **medical condition** or a form of disability, please inform us prior to your visit, sometimes we can detour on treks to avoid certain terrain. If you carry medication with, ie, inhaler, diabetic equipment or EpiPen, then please bring this with you and tell us you have it!

What about the weather? – The weather doesn't stop us trekking, unless it is extreme, for example gale force winds, torrential rain, extreme heat or heavy snow. If you're unsure on the day of your trek, just give us a call. We may call you to postpone on some occasions if weather is detrimental to the llamas.

What do I wear? – Substantial footwear is essential. Hiking Boots or strong trainers (preferably not white)! Wellington boots are ok for the shorter trek. Waterproof clothing if weather looking a bit wet and hats / gloves are recommended for the Autumn / Winter months as are suitable warm under clothes.

Can I Bring my dog? – Dogs can not accompany us on treks. However, you can leave your dog in your vehicle as long as it has adequate ventilation. After your trek, you are welcome to walk your dog on the farm, as long as it remains on a lead at all times and is kept away from all animals.

I am allergic to some animals, will llamas effect me? – Llamas don't have hair or fur but fleece, which a different structure. Although we cannot guarantee no reaction, it is very rare to find people suffer from an allergic reaction when around llamas.

Can children trek? – Please see the list of options, we have age limits on the treks for health and safety purposes. Sorry but young children and babies cannot accompany the treks.

If we haven't answered your question here, please drop us either an e-mail at info@nidderdalellamas.org or give us a call on 01423 711052 / 07743 690770

General Terms & Conditions

It is important here at Nidderdale Llamas that your experience with us is as safe and pleasurable as we can possibly make it. Agreeing to the following terms and conditions helps us to ensure this. If you have any questions regarding anything within these terms and conditions, we would be very happy to discuss them with you prior to your booking.

You may also find our F.A.Q (link) useful to read as they offer more information on clothing and footwear etc.

By booking a trek or experience you are agreeing to our Terms & Conditions.

When booking on behalf of a group or for a party session, the individual making the booking and paying the deposit will have the overall responsibility for everybody within their group agreeing to these Terms & Conditions.

Deposits and Payments

To secure a booking we ask for a 50% deposit of the total amount your booking is for. We will also accept full payment should you prefer not to have to deal with it on the day. **Deposits** are securing your places on the date and time you have booked on, preventing others from taking those places.

Once you have paid your 50% deposit, we will require the remaining balance to be paid on arrival at the farm. You can pay the balance by card (we take all cards but not AMEX). We also accept cash, but no longer accept cheques.

If you have chosen to purchase your trek in full before your booking date, then the refund conditions (below) relate to 50% of your booking fee, ie you will receive 50% refund regardless of when you actual cancel and for the remaining 50% (ie, your deposit element), the terms below apply.

Cancellations and Refunds

Deposits are all non-refundable. If you wish to alter the date of your booking, providing **you give up to 28 days notice, we will happily change the date and time of your booking.**

If you cancel or request to change the date of your booking within 28 days of the date and time that you have booked and received confirmation for, no change of date can be given and your deposit would be lost.

If you have chosen to purchase your trek in full before your booking date, you will receive 50% refund regardless of when you actual cancel and for the remaining 50% the above terms apply.

If Nidderdale Llamas cancel your booking, i.e. if we deem the weather to be un-suitable or conditions too dangerous to trek, we will offer you an alternative date or a credit note valid for 24 months, so you can re-book at your leisure.

In General

All treks and experiences are considered by us to be very safe, providing you follow our advice, guidance and instruction at all times, however they are all undertaken at your own risk.

The trek options require a moderate level of physical capability for you to be able to participate fully. We must be made aware of any medical condition or physical impairment which may affect your ability to participate. This includes; visual or hearing impairments and pregnancy. If you are unsure of your ability to participate fully or unsure of which option to choose, please discuss this with us, at the time of booking.

Participants of treks and experiences must be willing to listen and take instruction prior to handling the animals and during the treks and experiences. If you are unable or unwilling to do so, you will not be covered by our insurance policy and therefore will not be allowed to handle the animals. A refund will not be available in these circumstances.

All llama treks and experience options are outdoor activities and involve the handling of animals. We ask that you dress appropriately, taking the weather and nature of the activity into consideration. If a participant arrives with inappropriate clothing or footwear for the activity they have booked, we reserve the right not to allow them to handle the animals or trek for reasons of safety. A refund will not be available in these circumstances.

Nidderdale Llamas reserve the right to decline a booking request, in the interest of safety or participant suitability, even if this becomes apparent immediately prior to the trek setting off. A refund will not be available in these circumstances.

We cannot take children under 16 years old trekking without and an accompanying, paying adult. As everybody on the trek is able to benefit from and enjoy the experience and is also able to learn about the animals, therefore either a spectator place or a place with a llama, must also be purchased.

Should you have anybody with you on the day who is not booked in on your experience or trek, such as family members accompanying your day out or chauffeurs, please note the following:

Experience options - Everybody is part of the experience even if they do not wish to walk a llama, just like at a theme park where everybody pays for entry, as everybody benefits and gains from the experience, therefore everybody who enters the farm and wishes to meet the llamas must be booked in prior to your arrival.

Trek Options - There is an introduction to llamas and alpacas before your trek of approx 45 mins, we do not leave straight away with the llamas. If you do have someone accompanying you, yet they do not wish to trek or perhaps are not able to trek, then they are welcome to join you for the introduction and meet the llamas plus they can re-join you after your trek for refreshments, however there is **a charge for this**. The charge varies dependant on which trek you have booked, **please ask when you book** and let us know if you need to book places for this, as we can then ensure we cater accordingly. If they do not wish to join you, they must remain in the vehicle or drop you off and leave the farm, returning at the time your session is due to end. We are also a working cattle & sheep farm and cannot allow unauthorised persons to wonder around. We also secure the farm when leaving with the llamas on the treks, therefore we ask that all chauffeurs drive off the farm into the local area and return at the time the session is due to end. We can advise about facilities in the local area, so please ask when booking. (Please note the age limits on the options as we cannot accept children under age limits to participate in trek introductions and cannot allow babies to accompany you on the farm).

In summary

There are no deviations to the above Terms & Condition, we try to accommodate people and be as flexible as possible, but please appreciate we have to set the above terms as otherwise we run the risk of losing other business. Our llamas are keen to trek, like to be busy and cost us to keep!

Cancellations in relation to Biosecurity, Animal and Human Restrictions

Animal Health

Our centre is based on a working farm with llamas, alpacas, cattle and sheep. We operate in accordance with all the appropriate licencing, insurance and legislation that governs farming and animal health within the UK. In the event an occasion arises where the government (national or local), impose national or local restrictions with reference to animal health and / or movement of any of our animals, some of our treks and experiences may be affected and we may have to cancel your booking. In these circumstances no refund can be given, however we will provide you with a credit note for your deposit so you can re-book once the relevant restrictions are lifted and the centre is back open for bookings. The credit note will be valid from the date any such restrictions are lifted and we are able to commence operating and valid for 12 months.

These situations are rare and generally only temporary; however, they are out of our control, and we are forced to abide by any laws that may be imposed on the farm. Examples include outbreaks of Foot & Mouth, TB, Avian Flu.

In the very rare event, an animal health crisis occurs resulting in permanent closure of the business, no refund will be given due to the financial implications of closure.

Human Health

Where human health concerns arise, should an outbreak re-occur of COVID-19 or another virus/disease/illness, where the government impose human restrictions such as lockdowns, nationally or locally or other restrictions that prevent either you from travelling to us, (you cancel your booking), or force us to temporarily close and/or prevent you from attending your booking, (we cancel your booking), we will not give a refund, but will provide you with a credit note for you to re-schedule. The credit note will be valid from the date any such restrictions are lifted/we are able to commence operating and valid for 12 months.

In the event that a human health crisis occurs that forces permanent closure of the business, no refunds will be given due to the financial implications related to closure.

Please appreciate should any of the above circumstances occur, we still have our animals to care for, our expenses don't reduce just because we have to close, in fact they can increase especially if veterinary care is required. This is the reason we cannot give refunds, only credit notes. Thank you for your understanding.

Gift, Token & Prize Voucher Terms & Conditions

All experiences and treks, using vouchers as payment, must be booked in advance, please refer to the booking information as to when specific experiences and treks run. Our general terms & conditions for participating, still apply to everyone who books with a voucher. If you have a voucher and are unsure of your suitability to take part in the option the voucher covers, please contact us prior to booking and we can discuss this with you. For cancellations on vouchers please refer below.

All vouchers are valid for a specific period which is stated on the voucher itself. Treks and experiences must be booked and completed before the expiry date. This is also the case for token vouchers, where you can choose the trek or experience of your choice, however the option must be booked and completed before the expiry date of the voucher.

Vouchers cannot be extended within the last month of validity under any circumstances. However, vouchers can be extended before the last month for an additional fee. These are as follows:

- 3 months – 25% of voucher value.
- 6 months – 50% of voucher value.
- 12 months – 100% of voucher value.

Vouchers are allocated by a code to the purchaser and the code is requested upon booking. Should the voucher holder not be able to redeem the voucher within the validity period they may pass the voucher to a family member or friend to book and use before the voucher expires.

All vouchers must be presented to Nidderdale Llamas on arrival on the day of the trek or experience for the holder to take part.

Vouchers cannot be exchanged for cash or credit and will not be refunded under any circumstances.

Nidderdale Llamas will not be held responsible for any lost or defaced vouchers. If your voucher is lost and you request a re-placement voucher, we shall require the date of purchase, name and address of the purchaser. **There is a £15 admin fee for us to provide a replacement voucher**, this is for both postal and e-vouchers. The fee is to be paid before any replacement voucher is provided.

Vouchers can be upgraded if desired, in advance of the booking, with the additional fee paid in advance. Vouchers can also be downgraded should the holder wish to engage in an experience or trek worth less than the value, however no credit or cash refund will be given.

All Treks and Experiences are subject to an age restriction. We cannot allow a voucher to be used by a child under the age limit for that particular trek or experience, nor allow a child to take part within a family group using a voucher, if they are under the specified age restriction. No babies or children under 7yrs of age are permitted on the farm.

We cannot take children under 16 yrs old trekking without an accompanying, paying adult. As everybody on the trek is able to enjoy the experience and learn all about the animals, either a spectator place or place with a llama, must also be purchased.

In respect of the Junior Experience Voucher, (or any voucher where numbers of permitted participants are stated,) should less people attend the booking than stated on the voucher, no credit or refund will be given.

Booking - All treks & experiences are subject to availability. Please book as early as possible to avoid disappointment. We suggest for peak times such as weekends or holiday periods that you book at least 2 months in advance. We recommend when booking you consider a selection of dates as experiences and treks only run on minimum number of llamas booked on, therefore we cannot guarantee a specific date will be available for a specific experience or trek. (please refer to the booking information sheet).

Obtaining a date before the expiry date is the responsibility of the voucher holder, no responsibility is held by

Nidderdale Llamas if there is no availability for the particular experience or trek either on weekdays or weekends 2 months prior to the expiry date of the voucher and no extensions or refunds will be given. Please consult the booking information we have provided regards the Experience and Trek Options and when they run. We do allow a full 12 months and we operate all year round, therefore it is the responsibility of the voucher holder to organise a booking within that period & attend within that period. **Please book early to avoid losing out!**

Once a booking is made confirmation will be sent by e-mail to the person who made the booking. Bookings are not confirmed until you receive confirmation in writing from us. In some cases, we may ask you to return the original voucher to us before we can confirm your booking. You should not make any arrangements in connection with the booking until you have received your full booking confirmation.

Upon booking using a voucher and receiving confirmation, 50% of the value of the voucher/s are securing that date and time for that booking.

Cancellations when Booking with a Voucher

In the event you need to alter or cancel your booking after receiving confirmation, providing you give **up to 28 days notice** then we will happily change the date and time of your booking without the loss of any value of the voucher/s. If you alter or cancel your booking **within 28 days** of the date and time booked, 50% of the voucher value will be deemed spent, this would be the value of a non-refundable deposit when making a booking. When rearranging your booking, you will be required to pay the 50% of the value of your voucher upfront.

Should Nidderdale Llamas cancel a booking made using a voucher, another date will be arranged and confirmed in writing. No refunds of vouchers will be given, but we may offer an extension of the validity of the voucher if we have had to cancel your booking and we cannot re-book you on a date prior to the expiry of that voucher.

We want our customers to be able to take full advantage of our vouchers & their full value. However please understand that we are running a business and have to manage our bookings diary efficiently in order to maximise availability for all our customers.

Cancellations in relation to Biosecurity, Animal and Human Restrictions – Gift Vouchers

Animal Health - Our centre is based on a working farm with llamas, alpacas, cattle and sheep. We operate in accordance with all the appropriate licencing, insurance and legislation that governs farming and animal health within the UK. In the event an occasion arises where the government (national or local), impose national or local restrictions with reference to animal health and / or movement of any of our animals, some of our treks and experiences may be affected and we may have to cancel your booking. In these circumstances we will extend your voucher for a further 12 months. The extension will commence from the date the relevant restrictions are lifted and the centre is back open for bookings.

These situations are rare and generally only temporary; however, they are out of our control, and we are forced to abide by any laws that may be imposed on the farm. Examples include outbreaks of Foot & Mouth, TB, Avian Flu. In the very rare event, an animal health crisis occurs resulting in permanent closure of the business, no refund will be given due to the financial implications of closure.

Human Health- In the event of human health issues arising, for example, a re-occurrence of COVID-19 or an outbreak of other viruses/ diseases/illness and the government impose human restrictions, eg, lockdowns, (nationally or locally), or other related restrictions that prevent either you from travelling to us, (you cancel your booking), or force us to temporarily close and prevent you from attending your booking, (we cancel your booking). In these circumstances we will extend your voucher for a further 12 months. The extension will commence from the date the relevant restrictions are lifted and the centre is back open for bookings.

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