



## *"Walking with llamas on the Jurassic Coast"*

[www.walkingwithllamas.co.uk](http://www.walkingwithllamas.co.uk) email: [info@walkingwithllamas.co.uk](mailto:info@walkingwithllamas.co.uk)

4 Lower Brook Meadow, Sidford, Sidmouth, EX10 9PS Tel: 01395 578697

### **Standard Terms and Conditions**

1. For vouchers booked by post or telephone, these terms and conditions apply. You have ten days from the voucher issue date to inform us in writing if you do not agree with any part of these terms and conditions.
2. For direct bookings, these terms and conditions will accompany our confirmation of your booking. You have ten days from the booking confirmation issue date to inform us in writing if you do not agree with any part of these terms and conditions.
3. This contract is made with you, but you can transfer it to someone else provided you tell us in writing. These terms and conditions will still apply, and "you" in these terms and conditions will refer to that person.
4. It is our intention that all the terms of the contract between us are contained in these terms and conditions and in the brochures and associated documents (if any) issued by us. If you wish to rely upon any variation to these terms you must notify us in writing within ten days of the voucher issue date.
5. We reserve the right to use all photographs and video in our promotional material.

### **Our Obligations to you:**

1. A voucher entitles you to participate in a llama walk, at a date to be arranged, before the expiry date shown on the voucher.
2. Vouchers are not redeemable for cash.
3. If you book direct with us, the booking entitles you to participate in a llama walk on the agreed date, unless postponed or cancelled by ourselves.
4. In the event of a walk being cancelled due to adverse weather conditions, or any other reason, alternative dates will be offered as quickly as possible.
5. We will provide as much notice as possible of any postponement or cancellation. However, we reserve the right to cancel a walk at any time up to the quoted start time.
6. In exceptional circumstances, it may not be possible for us to provide a walk on the date booked or within the period defined on a voucher, or to offer an alternative date. In this situation we will refund you the purchase price of the walk or voucher.
7. We will make a refund less administration costs (See Clause 9) in the following circumstances: If you die, or it is certified by a doctor that there is no possibility that you will be or were medically fit to walk on the agreed date.
8. Refunds in any other circumstances are at our discretion.
9. Our administration costs are likely to be 20% of the voucher or booking price.
10. We have public liability insurance and will take every precaution to ensure your safety - all walks are accompanied by a qualified first aider and we carry a basic first aid kit and mobile phone, however we cannot offer professional medical assistance.
11. We do not accept liability for any costs or expenses you incur if we have to postpone any walk where the reason for the postponement is beyond our control.
12. We reserve the right to change the advertised walking route.
13. We shall not assume any liability whatsoever for any personal injuries or loss or damage to personal property in the absence of negligence on our part.

### ***Your Obligations to us:***

1. Your voucher is valid until the expiry date shown. If you do not book a walk commencing within this period in accordance with Clause 2 you will lose the right to participate. We will not make any refund in these circumstances.
2. You must contact us at least one month before the expiry date of the voucher in order to book a walk before the voucher expiry date.
3. You must telephone us to check that the walk has not been affected by adverse weather in accordance with our instructions.
4. If you do not give adequate notice of postponement, or do not attend in time to take part in your booked walk, you will not be entitled to re-schedule the walk or to any refund.
5. We are not qualified to express an opinion confirming your fitness to walk on a llama walk, by booking your walk we assume you are fit. Whilst our walks are not arduous, you must be able to walk approximately 2 to 5 miles on uneven and hilly ground (depending on the type of walk you book), if in doubt please contact us to see how we can help.
6. Our overriding consideration is your safety and the safety of others. You must obey all the requests and instructions by ourselves in particular safety instructions given at the beginning of the walk. We reserve the right to refuse to allow you to continue on the walk if you put yourself, the llamas or others at risk.
7. Our llama walks are not suitable for children under 6 years old, unless by special arrangement. Children under 16 must be accompanied by an adult. Please be aware that unless you have arranged an exclusive trek, you may be sharing your trek with others.
8. You should wear appropriate outdoor clothing and footwear.