

Cancellation Policy

When booking on behalf of a group, the individual making the booking will have full responsibility for each member within their group, agreeing to our Terms and Conditions, as well as the Cancellation Policy.

Please be aware, if you need to amend or cancel your booking you must contact us by either calling us on 01636626990 or emailing info@visitalpacas.co.uk.

If you wish to cancel with more than 7 days' notice of your experience slot, we can refund the total amount charged minus 10%, due to processing fees, or we are happy to re-schedule the booking.

If you wish to cancel with less than 7 days' notice and more than 48 hours' notice of your experience slot, we can offer to reschedule your booking.

There will be no refund or rescheduling of your slot if you contact us with less than 48 hours' notice of your experience slot.

Booking - All bookings are done online or via phone. Please select which experience you would like to book and follow the booking instructions on our booking system. Bookings can be made on the day, subject to availability however we highly advise to book in advance to give our team enough notice.

The Alpaca Trail & Woodland Wander does not require booking, however you can purchase admission as an extra to the Meet & Greet Experience or on the day in our Coffee Shop. Please note – the Alpaca Trekking Experience includes the Alpaca Trail & Woodland Wander.

We require you to check-in for your Alpaca Experience at least 5 or 10 minutes prior, however we recommend checking in at least 30 minutes prior during our peak season (School holidays), in case of large queues for the coffee shop.

Alpaca experiences start on time and it is essential that you have checked in at the coffee shop, washed and sanitised your hands and are waiting at the correct experience check-in point, through the Alpaca Trail gate. The experience starts with a health and safety briefing and it is for this reason we are unable to accept latecomers in any circumstances. We will be unable to reschedule or refund your experience after this point. If you fail to attend the experience ('No show') or cancel/amend your booking the booking will be lost and no refund will be given.

If JandJ Alpacas deem the weather to be unsafe/unsuitable, or have to cancel the experience for any reason an alternative date will be offered, or your booking will be placed on hold for up to a year.