

Cancellation Policy – In relation to COVID19

Trek and Experience Bookings

We opened again for experiences and treks since the 4th July.

Our normal T & C's apply to all bookings, therefore we still request a 50% non-refundable or transferable deposit to secure a booking. In relation to Coronavirus and the un-predictable times the pandemic has created, we have developed the following T & C's which are only applicable to bookings affected directly by the Coronavirus pandemic.

Should your booking need to be cancelled as a direct result of the following points, providing you give us notice you will not lose your deposit. We cannot refund your deposit, but we will issue you with a credit voucher that will be valid for 2 years.

- Local or national lockdown implications
- If you or a member of your household / social bubble experiences Coronavirus symptoms and therefore you have to isolate.
- If you or a member of your household / social bubble receives a positive test for Coronavirus and therefore has to isolate
- If you have been contacted by track & trace and asked to isolate.

Should you not give us any notice that you cannot attend due to one of the above points, you would not receive a credit note and your deposit will be lost. Please note if your reasons are covid related but not necessarily falling within one of the above points, it is then at the discretion of Nidderdale Llamas if we are able to offer you a credit voucher, therefore we urge you to contact us to discuss.

We do try to be as flexible as possible in these un-predictable times, however as we have our expenses to cover in order to remain viable and be able to offer you a service again in the future, we are only able to give credit vouchers. This is the only way as a business we can operate, in order to maintain our animal's welfare and our specialist team.

Should Nidderdale Llamas have to close as a result of lockdown or any of the above points, or should legislation change and we have to contact you in relation to an element within your booking, we shall contact you to re-arrange your booking. As this is not a direct fault of the Nidderdale Llamas, once again we cannot refund deposits, but we shall give you a credit voucher so you can re-book again with us in the future.

Gift Vouchers – If you have NOT yet booked: Please contact us so we can discuss any extension should we deem it appropriate. As per our T & C's it is the responsibility of the voucher holder to make contact with our team. Nidderdale Llamas cannot offer extensions in relation to COVID19, if no contact is made prior to the expiry date of the voucher. It is at the sole discretion of Nidderdale Llamas to offer replacement vouchers for an extended period of time.

When booking with a gift voucher, our normal T & C's apply, therefore once you have received our official booking confirmation, if you then cancel, half the value of the voucher will be lost as half the value is deemed as a deposit.

If you are however cancelling under one of the COVID 19 points above, then the same applies as above, providing you have given us 48hrs notice we shall transfer you to a future date, or extend your voucher. Any extension will be at the discretion of Nidderdale Llamas.

Should you have any questions or concerns over the above please e-mail or telephone us and we shall be happy to help you!