



Covid 19 – Operating Information

How we are operating to keep you and others safe!

- We have reduced the size of all our experiences and treks, to limit the number of humans (and households or bubbles), on any one session. We have opened the diary up to more sessions, staggered throughout the day, to ensure lower numbers of people in any one area and on any one trek.
- The car park is marked up with parking bays, you will be allocated a parking bay when you book. This is to avoid you being blocked in by the next customers arriving before you leave. As well as to achieve social distancing as we have spaced out the bays much more than normal. We politely ask all customers to arrive no earlier than 15 minutes prior to your allocated start time, as you may find your parking bay is still occupied.
- Our toilet facilities are sanitised on a very regular basis and in line with the number of customers on site in any one time.
- We have both sheltered and open-air waiting areas, where there is a toilet and hand washing facility. We politely ask for customers to remain socially distanced within these areas and to always wear a face mask in the sheltered areas.
- Within the barn area, social distancing is in place and each household/social bubble is allocated a place to stand for the introduction.
- Following government guidelines, everyone, including our staff must wear face masks or coverings when entering the waiting area, toilets, barn area or shop. This is mandatory unless you have a medical exemption card, then we would prefer you to wear a visor.
- Our introduction still involves the different types of llama and alpaca we have within the herd, however the animals you interact with are allocated solely to your household or bubble. They are not stroked or handled by anyone outside of your household /bubble apart from our staff, where necessary. The staff use hand sanitiser on a regular basis, when managing the animals and always carry it on their person.
- All llamas and alpacas go into quarantine for 24 hrs after you have stroked / trekked with them. The virus can still live on their fleeces for 4 hours, so we feel the 24hr time allows them to naturally de-sanitise prior to them meeting a new human!
- The ropes you use to lead your llama or alpaca with will have been sanitised prior to your use. Our team have their own allocated ropes and will never handle your ropes unless it is necessary to do so for any safety purposes. Once you have finished your trek our staff will take back your animal with their rope to release them into the quarantine paddock. We have a unit where you can then place your ropes, where they will be moved for sanitising before being used again.
- All other equipment on the trek is regularly sanitised to maintain yours and our safety.
- There are plenty of hand sanitiser points situated around the centre and it is also carried out on the treks too.
- We still cater for all treks, however everything we offer is provided as 'take away' style. Upon booking the half day trek we send out picnic menus and we then provide you a picnic bag as opposed to a buffet lunch. The full day trek is also 'takeaway' style, but we shall just ask for dietary requirements for this one.