

TERMS & CONDITIONS FOR SHEEP TOURS

TICKETS

Tickets must be purchased in advance of arrival.

Please check website for dates and times or contact us via e-mail at LVAC.wales@gmail.com – numbers are limited to approx. 10 people.

GROUP BOOKINGS

If you would like a private group booking, please get in touch so that we can tailor for your requirements and price accordingly.

WEATHER

The weather in this area can be very unpredictable. Sadly, we can't control the weather, but we will try our best to keep the tours running. In some instances, this will mean an indoor experience. We understand it can be disappointing, but cancellations due to bad weather are at our discretion.

If we have to cancel due to adverse weather conditions, we will issue you with a refund.

If in doubt, please check on our **Facebook page**, whether our event is going ahead. We will only post if events are cancelled.

Facebook: @lakevyrnwyanimalsandcrafts

Alternatively, we will have a message on our answering machine to inform you of whether an event has had to be cancelled. (call 01938 820407)

AMENDMENT OR CANCELLATION POLICY

Not to worry! We will amend your booking. However, we require a **minimum of 48 hours notice** and then we can reschedule your booking for another time, **within 6 months of your original booking**. Please note, we will only reschedule once at your request.

Please call us on 01938 820407 or email LVAC.wales@gmail.com with your booking details.

You will be given a 12-month period from your initial booking date to re-arrange another visit.

No offer to reschedule will be given if you fail to give us 48-hours' notice.

Please note, we do not usually issue refunds, unless we have to cancel an event due to adverse weather conditions.

PERMISSION FORM & TOUR GUIDELINES

You will be required to sign a form on arrival which sets out an understanding of guidelines for the tour as well as permission for having pictures taken during the tour.

WALKING ABILITY

You must be able to walk confidently on stoney/uneven ground, as well as up and down inclines/hills. We have added landscaped areas to help you negotiate steep inclines and declines. If you have any uncertainties about your walking ability, we advise that you contact us before booking. **Access to the tour is by foot only.**

You agree to take part in the tour at your own risk without any recourse to LVAC or anyone employed by the company.

CLOTHING

Please wear appropriate clothing and footwear, which allows you to negotiate these obstacles safely and is weather appropriate.

CHILDREN

Our animals like and are fond of well behaved children. Please make sure you keep an eye on your children and make sure interaction with our animals is kind and respectful.

When purchasing your tickets, please note the required ratio – 1 adult to 1 child for children 12 and under.

ANIMALS

Although our sheep and all other animals here at Bryn Y Garreg are very friendly and used to being around people, please be aware, animals can act unpredictably at times. We cannot take responsibility for such possible events out of our control.

WIRELESS TECH

We are a Wireless Free Farm.

Please leave all your wireless tech in your vehicle on arrival. Including but not exclusive of the following items:

Mobile phones

Ipad & stylus

Laptops, Tablets etc.

Please do Not wear Smart Clothes of any kind

Smartwatch

Bluetooth headphones, etc.

Please notify us in advance, if you are arriving in a 'Smart' Car which uses some kind of wireless system of communication for your car key. This is, so we can make arrangements to deposit your car key / ring, etc. in a safe place for the duration of your stay.

You are required to read above terms and conditions for our sheep tour before buying tickets and you are therefore deemed agreeable to the above terms.