

Buckstone Alpacas

Covid-19 Policy and Procedure. Alpaca Trekking and Group sessions

After much consideration we have decided on the following stance for Coronavirus.

* From Monday 12th April we will be open to the general public for Alpaca meet & greets, alpaca trekking & alpaca wedding hire. We do not accept CASH payments; all payments must be made electronically via bank transfer or PayPal - details will be provided. This must be paid before the date that service is provided unless otherwise agreed as per T&Cs. This is to minimise the risk during cash handling.

* If you are self-isolated, quarantined/affected OR showing symptoms (however mild) please get in touch ASAP. Symptoms are described here on the NHS website: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

ALPACA TREKKING:

- We are continuing as normal with alpaca treks
- If you are showing any symptoms or are self-isolating, please contact us to rearrange your trek. Normal cancellation procedure as per the T&Cs applies, so a cancellation with less than 24hr notice will be chargeable. If you are affected with coronavirus and are unable to attend your trek, we will postpone your booking for a date in the future.

ONE OFF GROUP SESSIONS AND EVENTS:

- If you have booked a one-off session for your group at the farm, these will be going ahead as planned unless we are informed otherwise from a governmental level. Please ensure adequate hand washing before and after your session. If any attendees in your group are showing signs of coronavirus, they are not able to attend.
- If you believe your group to be high risk, please assess this accordingly and get in touch with us if you would like to rearrange your visit to a later date.
- Usual T&Cs apply for cancellation.

EVENTS/CARE HOME VISITS

We are currently not taking bookings for care home or off-site visits (not including weddings) due to the risk of coronavirus to residents. Any pre-booked visits will be rescheduled to a later date when we have more information and the risk is lowered.

ADDITIONAL INFO

In the event of further limitation of life and business we may need to reassess these points. Above all we want everyone to stay safe and healthy, especially anyone who will be at high risk if they contract the virus.

For further information:

<https://www.nhs.uk/.../coronavirus-cov.../self-isolation-advice/>

<https://www.pdsa.org.uk/.../vet-qa-coronavirus-covid-19-advic...>

If you have any questions or concerns please get in touch with Katie...

via Facebook to Buckstone Alpacas

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or via Email buckstonealpaca@gmail.com

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