



COVID 19 guidelines at Catanger Farm

Llama Treks

We are so happy to be able to share our lovely llamas and farm with our visitors again. The health and safety of our visitors, our team and the wider community are of paramount importance to us. To protect our visitors and us, all visits will be limited to smaller groups, we are an outdoor activity, with the exception of our talk in the visitors centre, which we will be doing outside from now on, and as such we can make sure social distancing regulations can always be maintained.

- Before you visit us, please ensure that you do not have symptoms, have been in contact with anyone that has been showing symptoms or recovering from Covid-19.
- When you arrive at the farm, please use hand sanitizer provided.
- For extra piece of mind, we have marked social distancing llamas in the visitors centre and our barn just as a reminder to everyone with additional posters
- Lead ropes will not be used again between visitors for three days to self sanitise
- Once you have used our toilets please use the disinfectant spray provided to wipe any surfaces you have touched. The toilets and visitors centre are cleaned after every trek
- Please bring a mask with you to use in the visitors centre/gift shop, 4 visitors are allowed in there at any one time

Our normal 7-day cancellation policy applies, anyone who does not let us know within this time will lose their booking with us. Due to these unprecedented times, should you need to cancel for any of the below reasons, providing you give us notice then you will not lose out on your booking.

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

Vouchers

As we were closed during lockdown for 3 months, we will be extending our llama trekking and accommodation gift vouchers for an additional 3 months from their expiry date.

If you have a Virgin Experience Days voucher then you will need to contact them directly.

**Should you have any questions or concerns over the above please e-mail or call Sarah 07875 136119
sarah@llamatrekking.co.uk**