

## Holly Hagg Coronavirus Advice and Procedures for Alpaca Treks

We believe that trekking with the alpacas is safer than doing your shopping, but please decide for yourself whether the risk of leaving home and joining the trek is acceptable, particularly if you will be travelling by public transport or meeting up with friends.

The alpaca treks take place entirely outdoors and with space to keep people well apart. Equipment is washed after each trek and there are ample hand washing facilities onsite.

**We will continue running public treks as long as people want to come, we have sufficient staff and it doesn't go against government restrictions. Because of the crisis this may change overnight, but we will always let you know if your trek is cancelled.**

Alpaca trekking will boost your mood, give you some outdoor exercise and provide some social interaction at a safe distance.

### Cancellation Policy

If you have symptoms of the illness, or are living with someone who has, please do not come. (This advice applies to our staff as well).

If you are self isolating by choice and want to cancel your trek please try to give us plenty of notice.

We have to prepare the right number of alpacas for the trek so it really helps to know how many will be there and whether we need to wait for people who are late.

You can cancel by clicking the link at the end of your booking confirmation, emailing [info@hollyhagg.org.uk](mailto:info@hollyhagg.org.uk), or texting 0777 9067718 (for short notice cancellations).

If you are unable or don't wish to attend we will give you a refund or allow you to **re-use your voucher later (even if it has expired)**. Holly Hagg has sufficient funds to refund all prepaid treks and still keep the farm running and animals fed.

If we don't have enough staff or trekkers to run a trek safely we may send you a cancellation notice by text or email. Please look out for this before your trek but if you don't hear from us, the trek will be going ahead. It should be easier than usual to rebook soon after your missed trek.

### On arrival

If the gate is off the latch you can just push it open with your arm. The spring will close the gate except in high winds.

Please wash or sanitise your hands immediately after entering.

At all times try to **keep a distance of 2m between yourself and other people** (unless you are already in close social contact).

Make your way down to the alpacas and wait for a guide to approach you for registration. You will be given a freshly laundered food bag and dish to feed your alpaca.

We have a waterless toilet onsite but for hygiene reasons we ask you not to use it unless you really have to.

### During the Trek

The presenter will tell you about the farm and the alpacas and explain what you need to do. Please listen carefully and remember not to stand close to other people.

You will be handed the lead rope of your chosen alpaca and may feed him by placing some food in the dish provided. This helps prevents transmission of the virus via the alpacas' mouths.

We advise you not to touch your alpaca's fleece because someone infected with the virus may also have touched him and the virus could be transmitted this way. If you cannot resist then only stroke the alpaca's neck using the back of your hand. Hand washing will help reduce the risk.

On the trek it is important that you stop as soon as you see the alpaca in front has stopped. Otherwise we get an alpaca pile-up which places you too close to other trekkers. **KEEP 2M APART!**

### **After the Trek**

The guides will take the lead rope from you and remove the alpaca's halter.

You will be asked to empty your food bags and leave them and the feeding dish in a laundry bag. All the equipment will be taken away and washed after each session.

Please thoroughly wash or sanitise your hands at the hand wash stations before leaving.

We will not be opening the shop or handing out souvenir bookmarks and we prefer not to accept any cash on the field.

Bookings: [www.hollyhagg.org.uk](http://www.hollyhagg.org.uk) email: [info@hollyhagg.org.uk](mailto:info@hollyhagg.org.uk) mobile: 0777 9067718