

# Teesdale Alpacas



## **Voucher and Bookings Terms and Conditions**

**Voucher duration** - Vouchers are valid for the period as stated on the voucher. Vouchers cannot be redeemed after expiry date.

**Use of multiple vouchers** - Multiple vouchers may be redeemed together if there is sufficient space – however, this is not guaranteed until agreed and confirmed.

**Use of promotional code** - Promotional codes cannot be used in conjunction with vouchers.

**Email vouchers** - Email vouchers shall be provided free of charge to the email address provided at point of purchase.

**Postal vouchers** - There are additional costs associated with provision of a postal voucher. Such costs are added to the voucher cost and shall be paid at the point of purchase. Please allow up to 7 days for delivery of a postal gift voucher (after the receipt of voucher details and/or confirmation from customer of an emailed customised proof)

**Voucher redemption** - Services must be pre-booked. Vouchers can be redeemed by phone or by email. There is no option for online redemption. Redemption contact details are provided, on the voucher. Please ensure you check your spam/junk folders for confirmation of your bookings.

**Refunds/Credits** - Vouchers are non-refundable other than within the 14 day cancellation period as per the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Refunds will only be made to the card used for payment in that instance. No change or credit will be given in the event that the voucher value exceeds the total cost of the activity – for example where a voucher for 4 people is used to purchase a visit or trek for 3.

**Monetary vouchers** - Monetary vouchers can be used for part or full payment of our goods and services however specific goods and services are not guaranteed to be available. If the item(s)/activity cost exceeds the amount of the gift voucher, the balance must be paid in full at the point of booking. Should the value of the voucher exceed that of the selected products no change or credit will be given.

**Activity vouchers** - Activity vouchers can only be redeemed against the specific activity type for which they were purchased unless by prior agreement. For example, a Farm Visit voucher cannot be used towards the cost of an alpaca trek without our prior discussion and agreement.

**Unwanted/Unused vouchers** - which have not expired, may be redeemable against any of our products which may be available at that time at our discretion. Should the value of the voucher exceed that of the selected products no change or credit will be given.

**Availability** - Teesdale Alpacas does not guarantee that spaces will be available on activities at your desired date/time. March through October is particularly busy so please book well in advance. NB,

we usually close November through February due to weather and ground conditions. Spaces are only secured once a booking has been agreed, contact details supplied and a confirmation email has been sent, so it is recommended that you book as early as possible to avoid disappointment and have some alternate dates in mind should your first choice not be available. Please check your spam/junk email boxes!

**Transfer** - Vouchers are non-transferable and cannot be exchanged for cash; vouchers may only be redeemed by the person(s) named on the voucher as recipients

**Lost or stolen vouchers** - Lost, stolen or destroyed gift vouchers will not be exchanged or refunded.

**Cancellation** - In the event that an activity needs to be cancelled by Teesdale Alpacas (normally due to adverse weather), a new booking date shall be agreed.

**No-shows/Late arrivals/Client cancellation** - After a booking is confirmed 48 hrs notice is required to rearrange (at no extra charge). **If you are late to arrive you may not be able to attend your activity, in this instance a rebooking/refund will not be given.**