



Information Pack for Host Venues





Thank you for considering the hosting of one of our professional alpaca interaction services.

We appreciate that the idea of having animals at your venue can be quite a daunting thought, particularly when every effort is being made to ensure the function goes smoothly for your VIPs.

We hope this pack helps you to appreciate the nature of our offering and answers all your critical questions. If not, then please don't hesitate to give me a call.

I hope that together we can find a way to bring a very special and unique touch of nature to the considered function and that your venue and guests gets to witness and benefit from these incredible social catalysts.

Yours Sincerely

Maria





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Alpaca Kisses

'A touch of nature for your special occasion'

Lots of people love animals. Often, they have been a significant part of a person's life... or they wish that they were. At significant moments in people's lives there can be a desire to meaningfully acknowledge and celebrate god's beautiful creatures and indeed have a representative of nature share, witness and bless their significant day.

Alpaca Kisses (AK) hears that call and to that end lovingly nurtures and trains some of Mother Nature's most adorable creations (alpacas) so that they too can share and enhance the excitement of special occasions such as weddings, birthdays and corporate celebrations.

Experienced handlers promote and create moments of 'alpaca magic'. Moments where eruptions of giggles and laughter breaks-the-ice of a diverse social gathering of strangers to moments of reverence, where hearts melt, time stands still and for a moment the whole world is kin.

Casper, Co. and Milo (AK's alpacas, a.k.a. the lads) have very gentle inquisitive natures and are stunning examples of how beautiful and friendly these animals can be. Unique photo opportunities abound during formal shoots or as they mingle amongst guests during a wedding or corporate cocktail hour. They are comfortable working their magic anywhere from the crashing waves of a beach to the altar of a great city Synagogue.

We love witnessing the pure joy and the moments of connectedness and sheer reverence that the alpacas instil in those who they say hello to. Equally, we enjoy seeing the alpacas enjoy themselves.

We feel particularly honoured when a couple, gift-giver or event organiser entrusts us to deliver a touch of nature for their special occasion. The secret to ensuring a calm, hassle-free and dignified interaction service with these typically flighty animals is in the training. Preparing for each event is hard work, but every trip home is worth it as we recount that day's many magic moments.

We facilitate one-on-one fence-free at-venue interaction with exquisitely presented event-trained alpacas. Our lads represent world best in terms of ease of interaction and aesthetic presentation.

While we take great pride in the presentation of our alpacas, the highlight of our work is watching people both young and old rediscover nature, their daring and our collective connectedness with nature.

Reconnecting people with nature is our mission. Making people feel good – is really what we do.

Nature of Interaction – *Options and Opportunities*

The customer can choose to have one to six alpacas attend their function.

Casper (white), Chai (Caramel), Bossanova (black), Ellie (choc top), Delilah (white), Samson (white)

Each individual alpaca comes with its own experienced handler/interaction facilitator.

Typically, the alpacas are not penned at the venue. Instead, they are halter lead for the duration of their commission, allowing them to be part of ceremonies, photo shoots and to mingle freely amongst guests.

Generally, 2 hours is the maximum face-to-face interaction/event time for our alpacas. For commissions over 2hrs we use a spelling pen and rotate their face-to-face engagements throughout the day.

Interaction Options and Opportunities

1. Pre-event - provides an entertaining event bumper, retainer and ice-breaker.
2. Static or walking attendance during a formal ceremony or presentation e.g. ring bearer
3. Formal Photography Shoots with VIP's
4. Casual Photographs and Selfies during ad hoc interaction as the alpaca/s mingle amongst standing and seated guests during guest queuing, VIP photo shoot, cocktail hour, break-out / delegate recharge session or during dance time.
5. Photo Booth type photographs at a designated location with large picture frame for casual attendance during cocktail hour, meal / coffee times or dance period.
6. Designated area for interaction with attending children (w/ optional alpaca book reading and/or question/answer session with an alpaca puppet)

Events

1. Weddings, Birthdays, Baby Showers, Christenings, Proposals, Valentine Messages, Anniversary Celebration, Bridal Showers, becoming a bar (or bat) mitzvah etc.
2. Corporate X-mas Parties, Product Launches, Farewells, Milestone Celebrations, Venue Cocktail Hour, Promotions, Fundraisers, Conferences, Trade Shows, Expos., Markets etc.

Nature of Interaction – *cont.*

By far the most popular mode of interaction is the pursuit of the famous alpaca 'kiss'.

"What, a 'kiss'. Are you for real"? OMG!

An Alpaca initiated 'kiss' is a very special and magic moment to experience - and to capture on film forever. Second only to a 'kiss' from a dolphin.

Alpaca's are naturally quite inquisitive and curious, and it seems that their preferred way of getting to know you is to 'look deep into your eyes', to achieve this they have mastered the 'kiss' strategy (a very delicate nose touch).

Two creatures on equal terms, stripped of pretence, lightly present noses to one another and formally greet.

The nature of a 'kiss' is always gentle and soft; however, guests are in control of whether it is a 'kiss' on their presented hand, their cheek, a nose bump or simply an 'air-kiss'. Either way an unforgettable experience and makes for a great photo and memory.

It is a rare moment in life where for a few seconds it is 100% just you and Mother Nature.

Truly one of nature's special moments, worthy of a place on one's Bucket List.

For some the process is natural and easy, for others there can be natural trepidation even though the true-self may be willing. However, Alpacas seem to have a 'special something' that allows them to dissolve stress and anxiety on contact - aka Alpaca Magic!

To quote Shakespeare"One touch of nature makes the whole world kin"



Venue Access and Interaction Environment

Alpaca Kisses uses a branded Hyundai iLOAD van (a.k.a the AlpaCar) to transport the alpacas.

It is preferable to be able to park within easy walking distance of the venue. It is always a very slow walk when you have alpacas in public – every man and his dog within 1km seems to want to say g'day and get their photo taken.

Length of parking space needed is about 7m

Accessible minimum height is 2.1m

Optional side awning projects outwards 2.5m



Stairs are non-preferred and, in most cases, where they are beyond 4 or more in height they can prove prohibitive. If stairs are the only means of accessing the interaction environment, then the accessibility must be confirmed by an Alpaca Kisses representative prior to the locking-in of a reservation.

Safe use of escalators has not yet been confirmed. The alpacas can though, travel in lifts.

Extended periods on highly polished floors can prove troublesome as the alpacas can struggle to attain adequate friction with their feet for normal stability. If floors are highly polished, then an Alpaca Kisses representative must confirm accessibility prior to locking-in a reservation.

Areas of intense congestion and crowding is non-preferred, however intermittent exposure to such settings can be tolerated. The alpacas are comfortable interacting with groups of wedding guests and small groups in retail stores and offices.

Alpaca Kisses' alpacas in general are accustomed to sudden loud noises, movements, friendly dogs and camera flashes.



Milo & Co.

When there is any doubt of venue suitability it is preferable to have an Alpaca Kisses representative assess site photos or conduct a reconnoitre before confirming the possibility of a booking.

Hygiene, Welfare and House Training

All of Alpaca Kisses' alpacas are kept up-to-date with their vaccinations and treatment for internal parasites. Each alpaca is thoroughly cleaned before each commission.

The alpacas live together on acreage in the Blue Mountains and alternate between fresh pastures, yards, stables and the living room fruit bowl... (grrr).

Our lads are treated like family and are in excellent physical and emotional health. Their welfare is managed and overseen by some of Australia's most experienced alpaca veterinarians and teaching institutions.

An alpaca first aid kit is brought on every outing. Generally, outings are limited to 2hrs travel one-way and interaction is limited to a duration of 2hrs.

The handlers know each alpaca very well and are experienced in managing their behaviour and the behaviour of the people who want to say G'day to them.

Alpacas naturally use a communal dung pile; this trait has been exploited by Alpaca Kisses to manage toileting times and locations. To this end, as back-up, a private/remote location on-site needs to be identified where the alpacas can relieve themselves onto a square of artificial turf if needed, the product of which is quickly removed by a cordless wet-n-dry vacuum cleaner and the surface then sprayed with a disinfectant. We'll leave only footprints. Typically, the alpacas can cope quite easily with an 1hr stint of restraint. The handlers are familiar with subtle behaviours that can indicate that the alpaca desires a quiet moment of 'privacy and contemplation'.

A restless alpaca will occasionally need to be taken aside during a commission for a little run and prong to shake things out before 're-setting' for some continued gentle interaction.

Alpacas can spit (usually just a puff of content free hot air) and kick if they are surprised, feel trapped or threatened. The handlers are experts in managing interactions to avoid such an exchange between parties. The creation of circumstances where an alpaca could feel the need to spit at a guest during a commission is extremely unlikely, however, to be fair, it must be acknowledged that it is possible.

Although, each handler carries with them (for immediate guest use) liquid hand sanitiser it is recommended that signage be placed at an appropriate location at the venue indicating that the most effective way to clean one's hands prior to consuming food is via running water, liquid soap and single use paper towel. At the very least these resources should be made available on-site.

Past Hosts Include

The following are some of the sites that have hosted Alpaca Kisses alpacas.

They include sites that are considered

- ✓ premium wedding venues
- ✓ working farms and Horse Racing venues that have high quarantine requirements
- ✓ top end CBD hotels
- ✓ leading municipality libraries
- ✓ high demand pre-schools and day care centres
- ✓ high end CBD corporate offices
- ✓ leading aged care facilities
- ✓ conference and convention centres
- ✓ private homes

1. Government House – Canberra
2. State Library - NSW
3. Four Seasons Hotel – Sydney CBD
4. Burnham Grove Estate
5. The Grounds - Alexandria
6. The Botanica – Vaucluse
7. Dunbar House - Watsons Bay
8. Gunners Barracks – Sydney Harbour
9. Bendooley Estate
10. Loxley on Bellbird Hill
11. Bengenny Farm
12. Waldara Farm
13. McGrath Real Estate – Edgecliff
14. Eschol Park House
15. St Ives Shopping Centre
16. Stanton Library – North Sydney
17. 5th Floor ANZ – CBD
18. City Beach Events
19. Crowne Plaza – Hawkesbury
20. Bradman Oval
21. The Carington Hotel- Katoomba
22. Blues Point – Sydney Harbour
23. Rose Hill Racecourse

Interaction Guidelines

In general paddock alpacas are very timid and flighty. These are natural instincts that serve them well and help them avoid harm and predation. Unless specifically trained and handled it is quite difficult to physically interact with alpacas. However, if trained and acclimatised to being around people it is possible to dampen these instincts and have them be comfortable with people and in busy noisy environments. Every alpaca is different, however in general these guidelines will help you with your interaction – which can be very special and memorable when it occurs.

1. Before approaching the alpaca directly, ask the handler for any interaction tips.
2. Alpacas aren't particularly fans of being touched so keep contact very slow, reserved and brief.
3. Best to let the alpaca make the approach and the moves.
4. Try not to rush towards an alpaca or make quick arm/hand movements towards the alpaca. Keep movements slow and reserved.
5. Do not grab, hold or restrain the alpaca. This can be particularly scary for alpacas. They can feel trapped and vulnerable.
6. Avoid surprising them with a touch or pat on their back or rump. This can initiate a reactive back leg kick out with some alpacas. Avoid their head. A rub on the neck front and chest is preferred.
7. A slowly presented low flat hand can prompt an alpaca to greet it with a gentle 'kiss' or gently take a treat that you may have for them.
8. If you are keen for a 'kiss' then place your head down at their level and softly hum ('hmmm'). If the stars are aligned at the time, the alpaca will approach and say hello by very gently and softly placing their nose momentarily against yours.

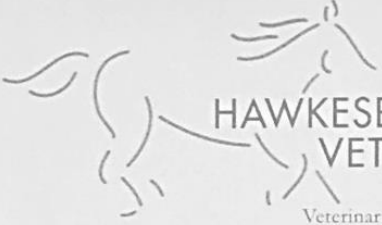
This is a very special moment. When it occurs, time seems to stand still and for an instant it is just you and mother nature. *"One touch of nature makes the whole world kin" ~ William Shakespeare*

9. Be patient and gentle. The handler will know how best to facilitate interaction for you. Listen carefully to them and follow their instructions. They may even move the alpaca away from you ('reset') and then re-approach you to initiate a new interaction moment.
10. Give the alpaca space. Wait your turn for interaction. Like us, alpacas are not fans of being overcrowded.
11. Do not feed the alpacas unless the handler indicates that it is ok.
12. Please understand that the handler may need to remove the alpaca from the setting to permit a toilet break or the like.

ASK THE HANDLER FOR SOME LIQUID HAND SANITISER AFTER YOUR INTERACTION. IT IS RECOMMENDED THAT YOU WASH YOUR HANDS AFTER CONTACT WITH SOAP AND RUNNING WATER BEFORE EATING.

Please go to our FAQ page on our website for more information.

Statement of Alpaca Health



**HAWKESBURY EQUINE
VETERINARY CENTRE**
Veterinary Surgeons in Equine & Alpaca Practice

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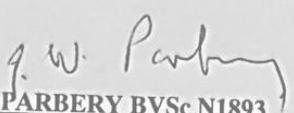
06 April 2018

VETERINARY REPORT

RE: "Casper" "Co" "Mito"

This is to certify that the above alpacas have been vaccinated for the clostridial disease & wormed for all internal parasites. The alpacas are in excellent health.

It is noted that there is no equine influenza in Australia. It is illegal to use the vaccination except under strict condition involving export horses.



JOHN PARBERY BVSc N1893

JWP:

Interaction Risk Assessment

PROVISION OF ALPACAS AND FACILITATION OF INTERACTION WITH PEOPLE AT EVENTS AND FUNCTIONS FOR PHOTOGRAPHIC OPPORTUNITIES, PROMOTIONS, FUNDRAISING, DIVERSION, ENTERTAINMENT, AMUSEMENT, COMFORT, THERAPY AND EDUCATION.					
Ref.	Hazard	Description	Risk	Control	Risk
1	Alpaca	Kick Bite Barge Trample Spit	4C	<ul style="list-style-type: none"> ✓ Alpacas are event-trained – accustomed to sudden loud noises, crowds, people, children, pets and camera flashes. ✓ Nails are clipped as needed. ✓ Experienced handlers control alpacas with a lead rope when near the public. ✓ Alpacas to be on-lead for 100%¹ of time when near public. ✓ Handlers to directly monitor and manage alpaca anxiety. ✓ Handlers to instruct guests on how to interact and what actions or contact should be avoided. ✓ When necessary inform people of the risks ✓ Handler to identify and maintain an 'escape' route from circumstances with a potential to induce stress. ✓ Guests are instructed on the best way to present a treat to an alpaca. ✓ Treat presentation is limited and rationed to prevent 'treat driven' interaction. ✓ Pro-active interaction facilitation. ✓ Instruct people to present treats with a flat hand. ✓ Use alert, diligent, focused, pro-active handlers. ✓ All interaction is directly supervised and managed by an experienced handler. ✓ Handlers remove alpacas from the interaction environment as needed. ✓ Handlers and alpacas are to avoid persons and groups that are clearly² intoxicated or under the influence of drugs. ✓ Handlers are to remove alpacas from environments where guests have repeatedly ignored vocalised interaction guidelines. ✓ Publish interaction guidelines on the Alpaca Kisses website. ✓ Site-stipulated minimum distance to other animals is respected. ✓ Other animal handlers are informed of risks and controls before approach. ✓ Have a human first aid kit readily available. ✓ Have an alpaca first aid kit readily available. <p>Note: alpacas don't have top teeth or hoofs. They have a hardened upper plate and soft slippers with toenails. Thus, severity of any attempted bite or kick are very limited. Considerably less than a dog or pony.</p> <ol style="list-style-type: none"> 1. Subject to on-site site-specific risk assessment at time. 2. Behaviour is inappropriate and/or hazardous given the setting and circumstances. 	4D
		Disease	4D	<ul style="list-style-type: none"> ✓ Up-to-date vaccinations. ✓ Up-to-date treatment for internal parasites. ✓ Alpacas washed and/or cleaned prior to site visit. ✓ Vehicle used to transport livestock to site is clean. ✓ All scats are picked up and disposed as per site protocol. ✓ Site-stipulated minimum distance to other livestock is respected. ✓ Site-stipulated no-go areas are respected. ✓ Alpaca movement is restricted to penning or halter led. ✓ Permission and limitations are sort from at-risk sites/venues before site occupation. ✓ Veterinarian checks as needed. 	4D
		Zoonotic Diseases	2D	<ul style="list-style-type: none"> ✓ Up-to-date vaccinations. ✓ Up-to-date treatment for internal parasites. 	4D

				<ul style="list-style-type: none"> ✓ Alpacas washed and/or cleaned prior to interaction. ✓ Handlers carry liquid hand sanitiser. ✓ Handles advertise availability of sanitiser. ✓ Hand sanitiser available at strategic location at venue. ✓ Venue encouraged to promote fact that washing with liquid soap, running water and drying with a single use paper towel is the best option. ✓ Alpaca toileting to be conducted remote to public occupation. ✓ Immediate removal of dung and urine (via wet-n-dry vacuum) from public areas ✓ Immediate sterilisation of soiled public surfaces via spray disinfectant ✓ Alpaca feed and drinking bowls clearly marked as such. ✓ Handler carries and uses liquid hand sanitiser. ✓ Do not present sick, injured, diseased or stressed alpacas, nor alpacas that are heavily pregnant or have recently given birth. ✓ Re-consider contact with persons who are immunosuppressed. Seek medical advice. 	
		Not Controlled	4C	<ul style="list-style-type: none"> ✓ Alpacas are halter trained. ✓ Alpacas are handler 'clingly'. ✓ Alpacas off-lead only in very low risk settings. ✓ Alpacas led by inexperienced handlers only when directly supervised by an experienced handler and the setting is low risk. ✓ Alpacas led by experienced (or supervised trainee) handlers in moderate risk settings. ✓ Alpacas led by experienced handlers with 'secured' leads in high risk settings. (secured = short lead remains tethered to handler even when hands free) ✓ Use of a secure portable or fixed pen when needed. 	4D
2	Venue	Open backed, steep or long stairs/steps. Polished surfaces.	4B	<ul style="list-style-type: none"> ✓ Avoidance. ✓ Find alternative access. ✓ Carry (if a cria). ✓ Cover with carpet. ✓ Take it slowly. ✓ Reconnoitre of venue before confirming booking. 	4D
3	Van	Door opening. Accident. Breakdown. Hard surface. Sharp projections.	1D	<ul style="list-style-type: none"> ✓ All doors lock automatically after van is started. ✓ Licenced Drivers ✓ Comprehensive Third-Party Insurance ✓ Registration ✓ Roadside assist membership ✓ Comprehensive Car Insurance ✓ Generous rubber mat floor covering ✓ Space free of sharp projections. ✓ Heavy objects restrained during travel. ✓ Halters to remains fitted during travel to facilitate emergency evacuation. ✓ Leads to remain readily available. 	4D
4	Environment	Weather Ticks Snakes Poisons Traffic Noise Crowds Activity Other animals	1D	<ul style="list-style-type: none"> ✓ In-van drinking bowls as needed and water bottle. ✓ Cordless blower for cooling if needed. ✓ Retractable awning on van for shade and shelter when needed. ✓ Air-Conditioned van. ✓ Spacious (entrapment free) penning for times of non-lead control. ✓ Frequent spelling. ✓ Site-stipulated minimum distance to other animals is respected ✓ Ability to remove the alpaca from any stressor ✓ Extended spacious round pen spelling during extended commissions (i.e. >2hrs) ✓ Site reconnoitres. ✓ Secure penning when penned. ✓ Setting-appropriate lead control. 	4D

				<ul style="list-style-type: none"> ✓ Other animal handlers are informed of risks and controls before approach. ✓ Risks and controls are sort from other animal handlers prior to approach. ✓ Pre-visit contact with venues / hosts when needed. ✓ Rugs for cold weather. ✓ Hats and sunscreen for handlers. ✓ Seasonally appropriate fleece removal times. ✓ Van readily available for emergency transport. ✓ Avoid long grassed areas. ✓ Discourage grazing and foraging on unknown items. ✓ Prevent consumption of unknow fluids. ✓ Discourage unauthorised guest feeding of alpacas. ✓ Use formal crossing points and lights when available. ✓ Use hi-vis vests when visibility is poor and traffic movement is random, high speed and/or dense. 	
5	Public	Anthroponotic Diseases. Stress inducing behaviour. Financial Loss.	4C	<ul style="list-style-type: none"> ✓ Avoid interaction with persons who are unwell (e.g. gastroenteritis, Cold, influenza). ✓ Published Interaction Guidelines on website. ✓ Experienced handlers. ✓ On-lead interaction. ✓ Ability to escape the antagonising agent/setting. ✓ Proactive interaction facilitation. ✓ Secure penning when off-lead. ✓ Senior handler readily available. ✓ Booking Terms and Conditions. ✓ Interaction conducted in public. ✓ Payment prior to service delivery. 	4D
6	Dogs	Attack	1D	<ul style="list-style-type: none"> ✓ Alpaca is on-lead with supervisor. ✓ Alpaca First Aid Kit. ✓ Pro-active communication with dog handler. ✓ Dog proof pen (when penning). ✓ Information Pack for interaction hosts and venues. 	4D
7	Handlers	Harm caused by handler action or omission	4C	<ul style="list-style-type: none"> ✓ Working with Children Check. ✓ Displayed name badges. ✓ Experience in handling alpacas and/or similar livestock. ✓ Uniform with logo. ✓ Interaction conducted in public. ✓ Public Liability Insurance. ✓ Standard Operating Procedures. ✓ New handlers supervised by senior handler. ✓ Handler to not be under the influence. ✓ Handlers prohibited from consumption of alcohol when acting as handlers. ✓ Discourage use of mobile devises whilst handling. ✓ Seek permission to take photographs of guests and VIPs. ✓ Seek permission for use of photographs of guests and VIPs. 	
8	Litigation	Prosecution for negligence	4C	<ul style="list-style-type: none"> ✓ Comprehensive Public Liability Insurance. ✓ Industry consistent operating procedures. ✓ Risk Assessment. ✓ Documentation. ✓ Booking Terms and Conditions. ✓ Customer acknowledgment of risks and limitations captured in reservation process. 	4D
9	Long Leads	Entanglement. Trip.	4C	<ul style="list-style-type: none"> ✓ Use retractable leads. ✓ Only extend when in times that a long lead is required. ✓ Where needed use a short lead in conjunction with the long lead. 	4D
10	Halter	Airway constriction.	4C	<ul style="list-style-type: none"> ✓ Use high quality alpaca fit-for-purpose, correctly sized and fitted halters. ✓ Monitor fitting. 	4D

		Catching on items. Neck injuries.		<ul style="list-style-type: none"> ✓ Adjust fitting when needed. ✓ Assess enclosures and environment/s for snagging hazards. 	
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Risk Matrix

Risk Matrix

		Severity - Consequences				
		1	2	3	4	
		Kill or Disable	Serious injury - long term illness	Medical treatment - several days off	Minor first aid	
Probability - Likelihood	A	Very likely - could happen anytime	1A	2A	3A	4A
	B	Likely - could happen sometime	1B	2B	3B	4B
	C	Unlikely - could rarely happen	1C	2C	3C	4C
	D	Very unlikely - could happen, but probably never will	1D	2D	3D	4D

PLEASE NOTE:

Working with animals, by its very nature, has elements of risk, both inherent and obvious. An animal can act in a sudden and unpredictable way, especially when frightened, hurt or exposed to sudden movements or unfamiliar loud noises. *Alpaca Kisses* has de-sensitised as much as possible the alpacas to people and typical function noises, however the nature of their response can never be guaranteed.



AK has been awarded access to many high-profile sensitive public areas in the past. AK treats these occasions as a privilege that comes with great responsibility.

Example venues that highlight Alpaca Kisses' risk mitigation practices and reputation.



Bradman Oval



Government House



Council Libraries



The NSW State Library



Four Seasons Hotel



Hotel Ballroom



Awarded Wedding Venues



Age Care Facilities



CBD Corporate Venues



Children's Hospital

Certificate of Currency



Liberty
Specialty Markets



CERTIFICATE OF CURRENCY

This Certificate:

- Is issued as a matter of information only and confers no rights upon the holder.
- Does not amend, extend or alter the coverage afforded by the Policy(ies) listed.
- Is only a summary of the cover provided.
- Reference must be made to the current Policy wording for full details.
- Is current at the date of issue only.

This Certificate confirms that the undermentioned Policy is effective in accordance with the details shown:

Policy Number: 457802
Insured: Maria Marchant T/as Alpaca Kisses
Period of Insurance: From: 8/10/2020 at 4.00pm local standard time
To: 8/10/2021 at 4.00pm local standard time
Insured's Business: Mobile service specialising in the facilitation of direct interaction with event trained alpaca for the purpose of entertainment, photography, education, recreation, celebration ceremony and therapy
Limit of Indemnity: AUD 20,000,000 any one Occurrence in respect of Public liability and in the aggregate during the Period of Insurance in respect of Product Liability

We trust you find the above in order, however, should you have any questions, please do not hesitate to contact the undersigned.

Yours faithfully,

Greg Shallard

27 October 2020

Date:

*Affinity Insurance Brokers Pty Ltd
as an agent of Liberty Specialty Markets*

Liberty Specialty Markets is a trading name of Liberty Mutual Insurance Company, Australia Branch (ABN 61 086 083 605) incorporated in Massachusetts, USA (the liability of members is limited)

AFFLIBERTY: COC-GEN-200128
ALPAC171116

Booking Terms and Conditions (v250820)

1. You can reserve your day by paying a 50% deposit. 40% of this deposit is non-refundable. 60% of this deposit is refundable if a cancellation is made more than 14 days (336hrs) prior to the reserved day and time.
2. Total fee balance (i.e. remaining 50%) is to be received by Alpaca Kisses' at least 5 days (120hrs) prior to the booked day and time.
3. Refund of any balance paid (not any of the 50% deposit) is available up until 5 days out from the event. No refund of balance paid is available if a cancellation occurs within 5 days of the booked event.
4. Failure to pay balance of fee by 5 days out will be deemed as a customer-initiated cancellation within 14 days. In such an instance Alpaca Kisses reserves the right to seek and secure an alternative booking for that day.
5. The deposit and balance are fully transferable to a third party provided the day and general nature of the event does not change and the new party pays any difference in service fee and agrees to these same terms and conditions.
6. As our alpacas have the capacity to work in many indoor settings, under marquee or from our branded van and awning there is no general provision for refunds based on 'non-preferred' weather conditions. In circumstances where the customer (via a call, text or email) cancels a booking within the window of 72 to 24 hours out from the event time due to the BOM forecasting a high chance of rain for the time of the event, Alpaca Kisses will allocate a credit to the customer to the value of the full fee minus 20%. To be eligible for this wet weather credit option the customer at the time of the reservation must indicate that for them wet weather would significantly detract from the 'alpaca interaction experience'. A wet alpaca is happy and friendly, but not so fluffy and cuddly.
7. If your whole function is relocated to a non-alpaca friendly venue or cancelled altogether due to hazardous weather conditions (i.e. official forecasts of temp >40 degrees or rain > 7mm/hr or wind > 60 km/h) we will refund 100% of all fees paid.
8. It is the client's responsibility to research and secure all the required permits for the event. Event required permits are a prerequisite to service delivery. No refunds are available in circumstances where permits have not been secured and/or the host venue, landlord or land manager refuses, restricts or limits alpaca access on the day.
9. Alpaca Kisses will do all that is reasonable to accommodate a venue change once booked. The service fee will be recalculated based on the distance to the new venue. If a booking fee has already been paid a credit or invoice will be generated accordingly.
10. Alpaca Kisses where possible will try and accommodate an on-site request by the customer to extend on-site time beyond what was booked. The customer agrees that if such overtime is granted they will be invoiced for an amount that is the difference between the existing total fee and a recalculated fee based on the extended hours plus an overtime levee of 30% on that difference. Please note our general on-site interaction time maximum policy of 2hrs.
11. The customer is responsible for issuing remuneration to Alpaca Kisses for any incurred parking or site access fees associated with the customer's event.
12. Alpaca Kisses will do all that is reasonable to provide the booked service. If for any reason Alpaca Kisses is unable to attend your event or miss a nominated critical event moment, Alpaca Kisses will issue a reasonable proportional refund.
13. Customer alpaca size, colour and fleece length preferences will be accommodated when possible, however no guarantee can be given to accommodating such preferences. No refunds are available for circumstances where the customer's preference is not met on the day.
14. If circumstances on the event day dictate that less alpacas than booked actively attended the event, Alpaca Kisses will refund a proportion of the paid fee to an extent that the adjusted fee will match the fee for the number of alpacas that did actively attend.
15. The customer accepts that during a commission (particularly ones over 1hr) the alpaca/s may need to be periodically removed from the event for a few moments to facilitate a toilet break, some cooling off (if a hot day) or release some built up angst or energy via a good prank or two.
16. The customer accepts that the service is animal based and as such there is by its very nature an element of unpredictability associated with animal behaviour on the day. Even though careful training has minimised this unpredictability there remains an element of risk and uncertainty.
17. The customer acknowledges that adherence to alpaca handler instructions is essential to minimising risk to the public, handlers and alpaca/s.
18. Alpaca Kisses and its personnel are at no time responsible for the behaviour management, safety, care or supervision of guests or any minors. Supervision of minors is the complete responsibility of their parents or allocated guardian/s.
19. Alpaca Kisses reserves the right to stop service or leave the venue/event (at its complete discretion) if it feels the environment and/or interaction with people (or other animals) is creating unacceptable risk or stress, to either the public, handlers or the alpaca/s. In such an event no refunds or credits will be issued if the antagonising agent is within the control of the customer (includes guest/host behaviour and venue condition) or could have been reasonably predicted by the customer or event host.
20. The image quality from an Alpaca Kisses' commissioned photographer is that achieved from a high-end mobile phone camera. The image quality and composition are fairly represented on the Alpaca Kisses website album, where all interaction images (unless credited to a 3rd party) have been taken by Alpaca Kisses. When Alpaca Kisses has been commissioned to supply alpaca interaction images, Alpaca Kisses undertakes to supply unedited image files within 72hrs.
21. As a condition to accepting to participate, you hereby acknowledge (via booking fee payment) that:
 - a. You will participate at your own risk and that you are aware that activities involving alpacas can be hazardous (refer [Petting Zoos and Personal Hygiene – NSW Health](#)) and that the servants, agents, representatives or volunteers of Alpaca Kisses accept no responsibility or liability for any injury or loss, including loss of life, that you may sustain as a direct or indirect consequence of participating whether such injury is a consequence of any act or omission by the servants, agents, representatives or volunteers. Except in regard to any rights you may have arising under the Trade Practices Act 1974.
 - b. You acknowledge that the safety precautions undertaken are a service to you and other participants but are not a guarantee of safety.
 - c. You understand that alpacas are unpredictable by nature, that when frightened their instinct is to, spit, kick-out and/or flee.
 - d. You consent to receive any medical treatment, including ambulance transportation that Alpaca Kisses or its agents believe is desirable during or after interaction.
22. At all times, the welfare of the alpaca/s will take precedence over event or commercial needs.

COVID-19 PRECAUTIONS



To maximise the safety of all, PLEASE ...



1. **ENSURE YOU ARE FEVER-SYMPTOM FREE**
with no sign of any *problama* or a health drama



2. **CHECK THAT YOU ARE FEELING FINE**
and could *pronk-on* through your normal day without a whine.



3. **HAVE HANDS THAT SHINE**
because they were recently soaped-up and dried – actually, just fully sanitised is fine.

4. **BE DISTANCE-SMART...**



...stay one
ALPACA
APART

"Meeting Maria and Co. was an absolute pleasure! Maria's gentle, patient nature is reflected in the personality of her alpaca's. They were calm, loving and oh so cute! Such a unique, special experience – thanks, guys!"

Brooke Allender

For more testimonials see www.alpacakisses.com/testimonials



Casper, Milo & Co.



www.alpacakisses.com

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