

TERMS AND CONDITIONS - UPDATED 18th October 2024

By booking a date, or purchasing a gift voucher, tickets or other service or product, you agree to the terms and conditions set out in this document.

1) Experience Days (including Photography Workshops).

- a. There are rules that must be abided by on our experience days, these rules will be given to the participants at the beginning of the session along with a safety briefing. Should these rules not be followed, the UK Owl and Raptor Centre reserve the right to stop the experience at any time with no refund or transfer of date offered.
- b. We will not accept anybody who is under the influence of drugs or alcohol. No refund or transfer of date will be offered.
- c. Guests who believe they are pregnant or are immunosuppressed should check with their medical advisor about the risks of interacting with animals and the risks of zoonotic diseases.
- d. Experiences will go ahead in all weather, unless it is considered to be dangerous and may impact the welfare of our birds and staff, we aim to make the decision to postpone your booking approx. 24hr before your experience, in some instances this may be less and will contact you to discuss, a refund will not be offered in the event of rescheduling due to poor weather or operational factors, but the option to transfer to an alternative date will be given. Your new date has to be within 6 months of the date which was rescheduled, after 6 months your experience becomes non-bookable, unless you booked using a gift voucher which was purchased directly from us, and the expiry date is a later date, then you can book up to the expiry date. Examples of this weather include and are not limited to:
 - d.a. Temperatures exceeding 30°C.
 - d.b. Icy conditions.
 - d.c. Wind speed exceeding 30mph.
 - d.d. Thunderstorms.
 - d.e. Weather warnings issued for the local area.
- e. In some instances, there may be other reasons why your experience may need to be rescheduled, in this instance a refund is not be offered. It may also not be possible to speak 24hr advance of your experience, but we will contact you as soon as possible. These reasons include and are not limited to:
 - e.a. Government restrictions (such as for avian influenza).
 - e.b. Animal welfare (such as an animal medical emergency, requiring veterinary attention).
- f. We take no responsibility for any costs or losses incurred if your experience has been rescheduled or cancelled. By booking a date, you understand that the weather is an important factor as to if the experience can or cannot go ahead.
- g. We reserve the right to cancel any experience with no refund or date transfer if we believe the participants are under the listed minimum age.
- h. Guests who have an experience day booked and need to reschedule (for any reason including and not limited to illness) must do so 7 days before the date of the experience (including the day of the experience). Rescheduling within 7 days (including the date of the experience) will incur a rebooking fee of £20.00 which is due at the time of booking the new date. This fee is non-refundable.
- i. If guests are running late, they must inform us by calling the number listed on the confirmation email which they receive. We will hold the experience for up to 10 minutes, after this, the experience will begin and admittance to the experience will not be granted.

- j. If guests fail to turn up for their booking, there will be no refund or alternative date offered.
- k. The UK Owl and Raptor Centre will not be held responsible for any injury suffered during any experience day or visit to us resulting from failure to follow safety instructions, requests or failure to properly use safety equipment as instructed.

2) Voucher validity.

- a. Vouchers purchased from the UK Owl and Raptor Centre are valid for 12 months (unless stated otherwise) and are extendable by three months for a fee. Extensions must be completed before the voucher expires.
- b. The experience which the voucher is for, must be used before the vouchers expiry date.

3) Purchasing Vouchers

- a. Vouchers purchased from the UK Owl and Raptor Centre are sent instantly via email, please check any spam folders. If the purchaser selected for a printed voucher be sent in the post, we aim to do this the same day if ordered by 14:30, but during busy periods, could take up to 2 working days to process.

4) Refunds

- a. Experience Day gift vouchers and bookings are refundable up to 14 days from completing your purchase, if you have not informed us of not receiving your E-Voucher within 48 hours of purchase, it will be assumed that the voucher was received on the day of purchase. A request for refund must be made to us by email.
 - a. If an experience day booking is cancelled by the guest within 14 days of booking and they have used a gift voucher as payment, the gift voucher will be unredeemed by us, we can not exchange this for cash or any other form of refund.
 - a. If the voucher was purchased directly from us, the voucher will remain valid until the expiry date.
 - b. If the voucher is from a third party company, you will need to speak to them if you wished to make amendments to the voucher.
- b. If you book a date which is for within 14 days of the date of purchase, that booking is non-refundable and any amendments made will be subject to fees as listed in section 1.f.
- c. There are no refunds for event tickets, transfers may be possible if requested 7 days before the event date (including the event day).
- d. After 14 days of making an experience day bookings, that booking becomes non-refundable (also see 4.b).
- e. Vouchers and bookings will not be refunded if we have to reschedule your experience due to weather, welfare or operational factors - vouchers can be extended if the voucher is near the end of its validity. Refunds will also not be given due to any cancelled experiences due to COVID-19, either by us or the guests, see above for information on rescheduling.
- f. We reserve the right to reschedule any booking for welfare, weather or operational factors, in this instance, a refund will not be issued. See section 1.c. for further information.

- g. Third party guests whom have paid a weekend surcharge, and have transferred the booking date to a non-weekend day are entitled to the fee being refunded in certain circumstances. This refund can be issued once their experience has been taken on a date which falls on a weekday (Monday - Friday), the request for a refund must be made via email and within 7 days of their experience having gone ahead. Guests are not entitled to a refund if...
 - a. They cancel their booking after 14 days of having made the booking.
 - b. They did not show for their booking.
 - c. They request a refund for surcharge for a booking where the date which was moved to a weekday, after 7 days from the experience having gone ahead.

5) Deposits and surcharges

- a. Guests booking with and using third party vouchers may be subject to a weekend date surcharge. This is payable at the time of booking and is only refundable in select circumstances, see 4.g for details.
- b. Deposits are non-refundable after 14 days of making a booking.
 - a. If any remaining balance is due, there will be a date in which the final balance is required by - failure to pay any outstanding balance by the due date will result in you forfeiting your booking with no refund on the deposit returned to you.