

## **TERMS AND CONDITIONS - UPDATED 12th April 2023**

### **Validity Vouchers**

Vouchers purchased from the UK Owl and Raptor Centre are valid for 6 months (unless stated otherwise) and are non-extendable. Vouchers purchased from third-party companies may have a different validity period, please check with them as we have no control over this.

### **Purchasing Vouchers**

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 to 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.

### **Refunds**

Experience day vouchers are refundable up to 14 days from receiving your voucher, 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. There are NO refunds for event tickets. After 14 days of purchasing a voucher, they become not refundable. 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.

Experience day bookings made are also non-refundable after 14 days of booking, but can be exchanged for another date. We reserve the right to reschedule any booking for welfare, weather or operational factors, in this instance, a refund will not be issued, but a voucher to reschedule the booking will be issued, this voucher will be of the same value as the booking. These vouchers must be redeemed within 3 months. We take no responsibility for any losses incurred from rescheduling a booking. We also reserve the right to cancel any experience with no refund issued if we believe the participants are under the listed minimum age.

### **Experience Days**

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 and with no refund offered. We will not accept anybody who is under the influence of drugs or alcohol, again, no refund will be offered. Experiences will go ahead in all weather, unless it is considered to be dangerous weather which may impact the welfare of our birds and staff, we make the decision to cancel 24hr before your session and will contact you by telephone and if we cannot reach you, by email, in this instance a refund will not be offered, but an extension on the voucher will be provided if the voucher is nearing the end of its validity. We take no responsibility for any losses incurred if your experience has been cancelled.

We also reserve the right to cancel any experience with no refund issued if we believe the participants are under the listed minimum age.

Guests who have an experience day booked and need to reschedule must do so 7 days in advance else a rebooking fee will apply. Cancellation from the guest does not warrant a refund, unless the voucher was purchased within the last 14 days.

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### **Avian Influenza**

Should the UK Owl and Raptor Centre be instructed to cease operations temporarily due to an outbreak of Avian Influenza, either within the collection, or, if our address is listed within a Protection Zone, Surveillance Zone or a Captive Bird (Monitoring) Controlled Zone by DEFRA with the mandate of us not being able to continue flying our birds. We will contact guests to reschedule them. In this instance, by accepting these terms and conditions, you understand that refunds will not be issued. If a gift voucher was used to make the booking, an extension on this voucher will be issued, a refund will not be issued.