

Terms and Conditions for all experience days & courses sold by Fens Falconry (the company). 06/03/2019 v2.1

By booking, attending and/or signing in for your experience day you are agreeing to these terms and conditions, copies of which are made available upon request, displayed at our entrance & can be downloaded from the website.

Attendance - Visitors may help themselves to one tea, coffee, hot chocolate or juice upon arrival free of charge. When signing into the visitors diary you are confirming your understanding and acceptance of these terms and conditions and agree to your details to be held in accordance with our privacy policy. A maximum of two spectators are allowed to accompany your group.

Health & Safety - Please note that participants will be interacting with animals/birds of prey and even though they are in a captive environment they can be unpredictable and will behave the same as their wild counterparts. Due to this please ensure that you follow any instructions given to you by our staff members or volunteers. We cannot be held responsible for any injuries sustained as a result of failure to comply with these instructions. Should you hear shouts of 'fire' whilst outside in the centre please gather at the assembly point. Should any member of public or participant show aggressive or dangerous behaviour and/or not adhere to instructions given by falconry staff or volunteers that could endanger the birds, staff or other members of the public, the company will ask the individual(s) involved to leave the premises and/or the police may be called if necessary.

Payment - Payments made by credit or debit card are processed by PayPal and are subject to their terms and conditions. Payments can also be made by cash or direct bank transfer. Payment must be made in full before dates will be confirmed.

Refunds - Any refunds will be returned to the paying debit or credit card, back to the issuing bank account or to the customer if paid in cash and will not go through any third parties, booking agencies/companies or other party of any kind. Once purchased there will be a 14 day period where you can have the cost refunded. After this time and/or once a date is booked we will not provide refunds. Refunds are not provided if bookings are cancelled by the company or the attendee due to inclement weather.

Discounts - Local business owners who's premises are located within 20 miles of us (to be verified by checking website) can obtain a 15% discount on all experience day places for participants only. All military and emergency service personnel can receive a 15% discount on all experience day places for participants only, a institutional email address will be used to confirm. The provision of a discount is at the discretion of the member of staff taking the booking and discounts will not be added after a payment has been taken. Anyone who has received a discount and should not have been entitled to it will be required to pay the remaining cost to the price advertised in order to attend the date booked.

Carers - Any visitors with needs that require carer support will be entitled to one half price spectator place.

Validity - Vouchers are useable by the person(s) named during booking and as such are not transferable. Your experience day must be booked and completed before the expiry of your invite or voucher as discussed in the experience day specific section below.

Cancellation - As the participants, you may reschedule the date of your experience day once so long as you provide 7 days or more notice. The date rebooked must still be within the validity period as stated above. Cancellation with less than 7 days notice will require 25% of the total booking cost to be made in order to rebook which must also be within the validity period as stated above. The company may need to cancel a booking and should this occur you will be rebooked on a date of mutual convenience regardless of the validity period. Should this occur, the invites expiry date will be termed as the last day of the month in which it was rebooked. The same cancellation details occur as above.

Infectious Diseases - Dependant on the time of year and recent disease outbreaks you may be required to dip your feet upon arrival and before leaving the centre to protect against transmittable diseases such as avian influenza. Please do not attend the centre if you have been in contact with any known or suspected cases of avian diseases (list available upon request). You will be held liable for company losses if you knowingly or recklessly put our birds at risk.

Age - Children under 5 years old are unable to attend the centre as they are uninsured to interact with our birds. Children under the age of 14 must be accompanied by a participating adult or guardian. All children must be supervised at all times and it is the parent or guardians responsibility to ensure they follow the company or staff instructions.

Facilities - We have no disabled access or toilet facilities and nowhere for baby changing. Upon arrival tea, coffee, hot chocolate & squash is provided on all experience days but we do not have alternatives to caffeinated, cows milk products or sugar so please provide your own if you have any specific requirements. Further drinks may be purchased during or after the day at an additional cost.

Animals - You must not bring any animals with you on your experience day. Dogs (for example) left in cars will not be tolerated and guests may be asked to leave for the welfare of the animals and no refunds or rebooking opportunities given. Guide dogs are permitted but you must inform us prior to arrival. Due to their nature we cannot guarantee the availability or performance of any bird(s) and will not provide refunds or rebooking if we are unable to use the birds for any reason that may be of detriment to their freedoms as laid out in the Animal Welfare Act. We will endeavour to rearrange should inclement weather be forecast but we would also not undermine the birds welfare by exercising them when the weather has unpredictably become dangerous for them. We would not refund or rebook in that instance.

Food - Food provided onsite is prepared by Loafers Sandwich Bar, Wisbech not the company. Any dietary requirements are passed onto them when placing an order so please ensure we are aware in good time. Sweets are also provided with funds going to charity. The company cannot be held liable to illnesses or allergies that occur from the ingestion of these foods although we would investigate this on your behalf.

Photography - Photography is permitted but must be for personal use only unless expressly agreed in writing from the company. Should any images be used commercially or for any financial gain then those earning from the images agree to pay the company 50% of all earnings from direct outcome of their use such as advertising for an event, entry into competitions etc. Photographs may be taken by the company, employees or volunteers throughout your attendance at Fens Falconry and we may use them for marketing purposes. By attending your experience day or booking you agree to your image being used. If you do not want your images to be used please inform us upon your arrival. This also applies to adults attending with children.

Voucher Sites - Discounted vouchers will have a stated expiry date and must be booked as per the above validity and cancellation sections. We do not hold any funds until you have attended your experience day and so refunds can only be given by the issuing company. If you attend a day with an expired or otherwise invalid voucher then you will be required to pay our normal pricing in order to participate. Taster sessions purchased through voucher sites can be 'topped up' to a full bird of prey experience for £20 per participant.

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Bird of Prey Experience - Lasting 3 ½ hours and valid for 6 months (183 days) from the date of purchase. The cost is £50 per person to participate and you will join a group of up to 6 people. Participants must be 12 years or older on the date of attendance. Refunds are not given if participants are not over this age limit and unable to participate. A maximum of two spectators can join your group for £20 each. You will receive a photo of your group and some of our birds in a photo card to take away with you at the end of the day. No food is provided, picnics are welcomed.

Taster Session - Lasting 1 ½ hours and valid for 1 year (365 days) as of the date of purchase. You can book onto any available date not shown as fully booked. The cost for this day is £30 before any discounts. You will join a group of up to 10 participants on this day. This experience is only available on Saturdays starting at either 11am or 3pm. One spectator per person will be allowed to accompany them for a cost of £15. Participants must be 8 years or older on the date of attendance. Refunds are not given if participants are not over this age limit and unable to participate. No food is provided, picnics are welcomed.

Private days - Lasting 5 hours and valid for use on the specific date booked only. The cost is £220 for either one of two people who can both participate in the flying and handling of the birds. Participants must be 12 years or older on the date of attendance. Refunds are not given if participants are not over this age limit and unable to participate. No spectators are able to attend. You will receive a photo of your group and some of our birds in a photo card to take away with you at the end of the day. A cold buffet lunch is provided on this day, this is not prepared by the company. Any dietary requirements or allergies must be clearly passed onto the company who will in turn place an order with Loafers Sandwich Bar with these requirements stated.

Group bookings - Lasting 5 hours and valid for the date booked only. Any available date of mutual convenience can be used to accommodate a group booking. The cost for this day is £375. A maximum of 15 people may attend a group booking. Participants must be 8 years or older on the date of attendance. Refunds are not given if participants are not over this age limit and unable to participate. No additional spectators above the maximum of 15 people may attend but, of those attending not everyone has to participate in the handling of the birds. Any dietary requirements or allergies must be clearly passes onto the company who will intern place an order with Loafers Sandwich Bar with these requirements stated. Lunch will be charged at an additional

Raptor Awards Courses - The Keeping birds of prey course lasts 5 days from Monday to Friday from 9am to 4pm and costs £400. The Training birds of prey course lasts 4 days from Monday to Thursday from 9am to 4pm and costs £320. No-one may accompany you on the day but, this could be run with more than one person if you would like to attend with a family member for example. No discounts would apply in this case. Following attendance on the Keeping birds of prey course you will be invited back approximately one month later for half a day on informal discussion to refresh and confirm your learnt knowledge - this is free of charge and unique to Fens Falconry. The course may be booked on a week of mutual convenience but there may be other activities running during this time. The course is run to Raptor Awards criteria as mapped to the International and Occupational Standards for bird of prey welfare. Following satisfactory completion of the course (submission of evidence/research and observation of practical activity) you will be presented with the Raptor Awards certificate. Fens falconry assessors reserve the right to fail students if they feel no satisfactory evidence has been provided to demonstrate competence in the award. No refunds will be made should this happen or there are any other circumstances that have prevented your completion of the course including but not limited to; illness, injury, . Your course will be run primarily by the principal assessor but elements will be demonstrated, but not assessed, by other members of staff.

First Aid Courses - Our bird of prey specific medical courses are run as CPD events and are accredited for 5 ½ or 2 ½ hours of CPD by Raptor Awards CIC. The full day first aid course is mapped to some of the avian sections of the Diploma in Zoological Medicine issued by the Royal College of Veterinary Surgeons. The first aid refresher is set out to meet the requirements of the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 of keepers to demonstrate competence. These courses are run in partnership with Toll Barn Veterinary Centre Ltd and are presented by Michael Willis MCPara, DipHE and Dr Faye Bethell BVetMed, CertGP(ExAP), PgC(ZooMed), MRCVS. Course information will be up to date at the time of presenting to the best ability of the presenters. No liability can be held against Fens Falconry or Toll Barn Veterinary Centre Ltd should information be misused, miscommunicated or misinterpreted. The aim of these courses is to facilitate the best practice of emergency treatment and a specialist exotic or avian veterinarian should always be consulted before interventions carried out where possible. There are no age restrictions on these courses and certificates are issued to show attendance not competence. There are selected dates and locations advertised for these courses and as such tickets are not transferable. Nonattendance or cancellation will invalidate your ticket and no refunds can be given.

Falconry Days - Our old experience days will no longer be running and so you are unable to purchase new invites/vouchers. Those with a valid invite will be able to book onto selected dates and will be subject to previous terms and conditions. Alternatively you can change over to one of our new styles of day. Those who have accepted our offer to switch to the bird of prey experience day will then be bound by the above terms where the valid from date will be the date of original purchase of the falconry day.