

Birds of Prey and Owl Encounter Experience Terms & Conditions

Bookings

Prior to booking an experience day in which you have a specific date in mind, please call or email us to check availability BEFORE you confirm a booking, make a deposit or payment in full to avoid disappointment.

In the event of bad weather or circumstances beyond our control Lifehouse reserves the right to cancel an experience day if the conditions are unsuitable on the day. We will however do everything we can to go ahead with all of our bookings and will attempt to contact you by telephone or email if we do need to cancel. Due to the unpredictability of our weather, this may be on the actual day of an experience day. As a result we do ask that if you have any doubt as to whether an experience day is going ahead, that you contact us for confirmation 24 hours prior to your event.

In the event of a cancellation due to weather, where permitted we will re-book an experience day, display or demonstration for you on the next available date.

Performance

Our experience days, displays and demonstrations involve the use of fully trained birds of prey. We cannot however guarantee their performance and no refunds will be given in the event of poor performance.

We will not be responsible for damage or soiling to clothing or footwear during an experience day.

We retain the right to cancel an experience day on the following grounds: Low flying aircraft in area, DEFRA restrictions & protection zones and circumstances beyond our control.

Cancellation

For cancellations of a booking, you are required to provide written notice 7 days prior to the date of your event. Failure to do so may mean that you will be subject to fees or payment in full.

Refunds

Where an experience day has been cancelled, no refund will be given for any reason including bad weather, DEFRA restrictions & protection zones and circumstances beyond our control.

Revisions to these terms

We may at any time revise these terms and conditions without notice. Please check these terms and conditions regularly, as continued use of the Lifehouse website after a change has been made is your acceptance of the change, whether or not you have reviewed them.

Governing law

These terms and conditions shall be governed by and construed in accordance with the laws of England and Wales. Any dispute arising under these terms and conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.