



Wildlife Tour Terms and Conditions 2018

Bookings

When a booking is made it is on the understanding that the participant has read and accepted our terms and conditions.

Bookings must be taken within 12 months. If the booking is not taken within 12 months the booking cannot be carried over and no refund will be offered.

Cancellations

If the Wildlife Ranger makes a decision to cancel a Wildlife Tour due to extreme weather conditions beyond their control, for example very high winds, or for any other reason; then a full refund will be given, or an alternate date offered, whichever is acceptable to the participant.

If the participant wishes to cancel a minimum of seven days' notice is required via letter or email. A refund will then be given less 10% administration fee, or an alternate date offered.

If less than seven days' notice is given, then no alternate date or refund will be offered.

Any rearranged bookings following a cancellation must take place within 12 months of the purchase date. No refunds will be given after this time.

Liability

The information on this website is reviewed and kept up to date on a regular basis, however, some changes may occur. No liability can be accepted for any errors, omissions, or deletions.

Health & Safety

Your safety and that of all other members of the public is always our primary concern.

If a participant does not adhere to the safety instructions given or fails to wear safety equipment provided and puts themselves or other people at risk, the session will be terminated, and No refund will be given.

If a participant, in the opinion Wildlife Ranger, behaves in an abusive or inappropriate manner, OR is not fit to participate due to the effects of alcohol, drugs or medication, the session will end, and No refund will be given.

If a participant has a medical condition, is pregnant or is taking any medication which may be a factor or is relevant to the activities that will be undertaken whilst out on a Tour, it must be disclosed to the Wildlife Ranger prior to the confirmation of the booking.

The Cowdray Estate takes responsibility for wellbeing very seriously. In the event of an emergency The Estate needs to be well informed to act correctly.

All visitors to Cowdray Estate should be aware of the dangers involved in participating in a wildlife tour.





No under 18s unless accompanied by a responsible adult. If you are bringing a child under the age of 12 please contact us prior to confirming a booking. The tour involves sitting quietly observing wildlife and attendees need to adhere to this. Children requiring a child seat can take part but it is the responsibility of the Parent/Guardian to supply and correctly fit the seat. The 4x4 used for the Tour does not have isofix.

Seat belts must be worn at all times whilst in the moving vehicle.

Travelling off road can be bumpy. The Cowdray Estate does not accept responsibility for injury caused from off-road driving. It is advised that people with pre-existing injuries that could be impacted by off-road driving, such as a bad back, do not take part.

Walk at all times whilst out of the vehicle and constantly assess the terrain whilst moving around.

Strong, lace up boots are advised (unless wearing wellies).

Be aware that some plants, such as hog weed, can be harmful. Take care around unknown plants.

Weils disease – avoid getting water in your mouth, eyes or cuts. More information on symptoms can be found on the NHS website. <https://www.nhs.uk/conditions/leptospirosis/>

Be aware of overhanging and falling branches – especially in high winds.

Snacks and drinks are available on the tour. Any allergies need to be declared prior to the tour taking place.

