

Flexible Booking Add-on – Terms and Conditions

What is the Flexible Booking Add-on?

The Flexible Booking Add-on gives you peace of mind when making a booking with us. If you're unable to attend your booked event due to specific **unforeseen** circumstances as outlined below, we will move your booking to a new date, subject to your claim meeting the criteria outlined in these terms and conditions.

What situations are covered under the Flexible Booking Add-on?

We will move your booking if you can't attend due to:

- Unexpected disruption of public transport
- Accident, illness or death
 - You
 - A member of your booking group
 - A member of your immediate family
- Emergency situations like burglary or fire at your home within 48 hours of the event
- Jury service (if notified after booking)
- Court summons (if notified after booking)
- Pregnancy-related complications, if due within 4 weeks of your event (conditions apply, medical notes or similar will be required as proof)
- Breakdown, accident, or theft of your private vehicle
- Adverse weather with a Met Office red warning or official travel warning
- Emergency services or armed forces leave cancellation

For examples of acceptable proof, please see the table below.

What is not covered under the Flexible Booking Add-on?

We **will not** move your booking if:

- You knew about the issue before booking
- You or a group member were already medically unfit at the time of booking
- You didn't allow enough time to travel
- You don't provide required documentation (e.g. doctor's note, recovery report, death certificate)
- Your event is cancelled or rescheduled by the organiser
- You change your mind or simply don't attend
- You miss the event due to normal pregnancy symptoms (unless it meets our specific criteria)
- You make a fraudulent claim
- Disruption was public knowledge (e.g. planned rail strikes)
- Government-imposed travel bans for contagious disease outbreaks
- Only part of your group cannot attend, but others choose not to go

How do I request to move my booking?

You must **email us at** info@britishbirdofpreycentre.co.uk **as soon as possible** after you become aware you can't attend. We'll send you a Flexibility Request Form which must be completed and returned within 7 days.

You'll need to provide:

- Your original unused tickets or vouchers
- Relevant official evidence (e.g. doctor's note, NHS 111 Transcript of call, recovery service report, jury summons)
- Any other documents we request

Please note: **We don't cover the cost of submitting this evidence.**

Important: requests made with less than 48 hours' notice

If you submit a request less than 48 hours before your experience is due to take place, we may not be able to assess it before the event.

If your request does not meet the criteria and you do not attend, your experience will be forfeited.

It is your responsibility to make sure your request meets these terms and conditions before deciding not to attend.

Can I claim if someone in my group can't attend?

Yes, but only if they are:

- The **only** other person booked with you
- OR**
- A member of your **immediate family** and their illness, accident, or death prevents your attendance

If unaffected group members simply choose not to attend, this is **not covered**.

What counts as 'Immediate Family'?

Immediate family includes your:

- Spouse or partner
- Parents or in-laws
- Children or grandchildren
- Siblings or siblings-in-law
- Grandparents

What documents might I need to provide?

Depending on the situation, we may ask for:

Reason for Request	Possible Supporting Evidence
Unexpected disruption of public transport	Screenshots of official advice from the relevant public transport provider
Accident, illness or death	Doctor's note, medical certificate or 111 call transcripts. Death certificate.
Emergency situations like burglary or fire at your home within 48 hours of the event	Police report or emergency services confirmation
Jury service (if notified after booking) Court summons (if notified after booking)	Jury service or court summons letter
Breakdown, accident, or theft of your private vehicle	Vehicle recovery report or insurance claim
Pregnancy-related complications, if due within 4 weeks of your event (conditions apply, medical notes or similar will be required as proof)	Birth certificate or medical documentation (for pregnancy claims)

How long do I have to submit a request?

Please contact us **as soon as you are aware** you can't attend your event. The sooner you get in touch, the more we can help. The Flexible Booking Form and supporting evidence must be received within 7 days of the date of the original booking. You must choose a new date for your experience within 3 months of the original date*.

***What happens if I paid for my experience with vouchers?**

If you paid for your booking using vouchers, the Flexible Booking Add-on will allow you to move your experience to a new date, provided that the new date falls within the vouchers' original validity period.

If your vouchers expire before a suitable new date can be arranged, you will need to purchase the standard voucher extension before the booking can be moved.