



Terms & Conditions for Entry

By visiting Wingspan, you agree to the following terms and conditions:

- ✖ Due to site development, Wingspan is closed to visitors outside of hosting the flight display (11am to 1pm). For health and safety reasons, visitors must not be on site outside of these hours, unless invited by a staff member. Please do not be offended if we ask you to leave.
- ✖ No refunds will be given due to late arrival or early departure, cancellations without notice, specific birds/exhibits not on display, and maintenance or construction work or inclement weather **not** preventing a display from taking place. Refunds may be given at Wingspan's discretion.
- ✖ Severe weather can compromise the safety and comfort of the birds, staff, and visitors. Wingspan reserves the right to cancel any display (due to severe weather or otherwise) and in the event of this, will notify booked visitors via email by 10:00am on the day of the display and provide the choice to postpone or receive a refund.
- ✖ Visitors must not enter any enclosure, cross any barrier, or enter any area marked "No Entry", "Staff Only" or similar, unless accompanied by a Wingspan staff member.
- ✖ Visitors must not touch, disturb, or interfere with any bird unless invited by a Wingspan staff member.
- ✖ *Flight of the Falcon* is a free-flight display; visitors respect that the birds are not always tethered and are free to go wherever they choose. While they are trained and learn routine, Wingspan cannot always predict the birds' behaviour.
- ✖ Children must be supervised at all times by a responsible adult (16 years or over).
- ✖ The site is not suitable for pets/service animals. Animals must not be left in vehicles.
- ✖ Visitors must not conduct any commercial or charity activity without the written consent of Wingspan. Personal photography is welcomed. Commercial photography and filming are only permitted by prior arrangement. This includes but is not limited to:
 - Submitting content to photo or video stock libraries
 - Selling art for which Wingspan birds have been used as a reference
 - Selling merchandise on which feature photographs or artistic impressions of Wingspan birdsVisitors grant permission to Wingspan and their agents to use their photographs or footage and accept that Wingspan will make every effort to provide appropriate credit.
- ✖ At any point during your visit, photographs may be taken by agents of Wingspan for the purposes of promoting the trust. Visitors agree to notify a staff member if they do not wish to be photographed.
- ✖ Wingspan reserves the right to refuse entry or request visitors leave who are not following these terms and conditions, and who consequently may have a negative impact on the birds, staff, or other visitors.