



Terms & Conditions for Entry

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

- ✖ No refunds will be given in the event of late arrival or early departure; no-show; specific birds/exhibits not on display; and maintenance/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 option 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 harass any of the birds. Any interaction is at the invitation of a Wingspan staff member only and is entirely at their discretion.
- ✖ *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 (please enquire regarding service animals). Animals must not be left in vehicles.
- ✖ Wingspan reserves the right to refuse entry or remove visitors who are not adhering to these terms and conditions, and who consequently may have a negative impact on the birds, staff, or other visitors.
- ✖ PHOTOGRAPHY & FILMING:
 - Visitors are not permitted to take photographs or recordings, conduct filming, or take references for artwork intended for commercial purposes or for inappropriate use without prior approval and a written release contract between Wingspan and the Visitor. Photography for personal use is encouraged and welcomed – help us share the journey!
 - Images of any raptors at Wingspan must not be isolated or manipulated in any way without prior written approval from Wingspan.
 - Visitors grant permission to Wingspan and their agents to use their photographs or footage at their discretion and with the provision of appropriate credit.
 - Occasionally, photographs may be taken by agents of Wingspan for promotional purposes. Should you not wish to be part of that journey kindly let our dedicated staff know upon arrival.