



Badger Watching Experience Voucher Terms and Conditions

Please do not proceed and purchase or redeem a voucher until you have read, understood and accepted these terms and conditions.

1. By purchasing a voucher, you acknowledge that the experience is dependent on certain factors beyond the control of Herts and Middlesex Wildlife Trust (HMWT) and agree that HMWT shall not be liable for the cancellation, postponement or alteration of the experience for reasons beyond its reasonable control including for weather-related reasons, no-show of wildlife or otherwise.
2. Experience vouchers can be redeemed against any available date between 12 March to 29 October 2022 only.
3. Vouchers can be redeemed online from 23 December 2021.
4. Unredeemed vouchers expire on 30 October 2022.
5. Bookings should be made as far in advance as possible especially during peak times such as weekends and holidays. We suggest if you plan to purchase a voucher for a date at short notice, you call us to ensure there is still availability before completing the transaction. You should not make any travel or accommodation arrangements in connection with the experience until you have received your booking confirmation.
6. If bad weather affects a booking it will be rescheduled by the Trust at no cost to you and there will be no refunds. There can be no guarantee that a particular date will not be withdrawn due to adverse weather conditions.
7. HMWT is unable to reimburse travel, accommodation or any other expenses you may incur in relation to the cancelled experience.
8. Refunds and cancellations
 - a. You have the right to return a voucher within 14 days of purchase for a full refund
 - b. Partial refunds will also be made up to 28 days from date of purchase. All refunds made after 14 days and within 28 days of purchase will incur a £10 administration charge
 - c. No refunds will be made on vouchers more than 28 days after the date of purchase. However the voucher is still free to be activated online up to 29 October 2022
 - d. Once a voucher has been redeemed online no refund can be made
 - e. Should you need to re-schedule a booking you have already made, we will always do our best to help reschedule your experience but cannot guarantee availability
 - f. Should any future Covid-related restrictions be imposed, which require us to cancel your booking, we will offer a full refund to the original purchaser
9. Each voucher will show a unique code, which must be quoted when dealing with HMWT and which will be used to identify your order and payment online. Vouchers and the associated references must be kept safely and securely. HMWT will take no responsibility for any loss you may incur as a result of impersonation or identity fraud.