

## **Mammal Hide Booking – General Terms and Conditions**

Please do not proceed with your booking until you have read, understood and accepted these terms and conditions.

1. By booking the Mammal Hide, 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. Refunds and cancellations
  - a. HMWT may cancel a booking for safety reasons (for example due to high winds or heavy rain). If this happens, we will reschedule your booking if we can, or give a full refund;
  - b. HMWT is unable to reimburse travel, accommodation or any other expenses you may incur in relation to a cancelled booking;
  - c. If your plans change and you let us know more than 7 days before the booking date, then we will do our best to reschedule your booking at no additional cost;
  - d. Availability for rescheduled bookings cannot be guaranteed;
  - e. No refunds will be made for cancellations more than 7 days before the booked date.
3. Site access and security
  - a. The Hide will be locked on your arrival. The lock code will be sent to you ahead of your visit. Please ensure that you know the combination code before visiting.
  - b. Please ensure you have locked the hide when you leave, making sure to scramble the lock
  - c. You must respect the neighbours of the nature reserve:
    - i. stay quiet when arriving and leaving
    - ii. ensure you park in designated bays and always with your headlights facing **away** from neighbouring houses
    - iii. never enter any adjacent gardens or other property the gardens
4. Personal safety and what to do in an emergency
  - a. You understand that you will not be escorted by a member of the Trust team. You will be responsible for your own welfare throughout your time at Tewin Orchard Nature Reserve.

- b. The pathways are uneven, potentially muddy and have fallen apples, tree roots and other trip hazards.
- c. Unfortunately, the pathway to the hide is not currently suitable for wheelchairs or those with restricted mobility. If you have any questions about the accessibility, please contact [events@hmwt.org](mailto:events@hmwt.org).
- d. The path back to the carpark is not lit. Ensure you have a torch for the walk back to the car park. You must abide by the 12 person maximum capacity limitation for use of the Hide.
- e. Strictly no smoking (including e-cigarettes) on the reserve or in the hide
- f. There are no toilets available for your booking. You must never urinate anywhere in the nature reserve.
- g. You have sole responsibility for your belongings at all times during your visit. However, if you do accidentally leave something behind then let us know – [events@hmwt.org](mailto:events@hmwt.org) - we will attempt to locate and reunite you with them if we can.
- h. Main door is used as fire exit so must be kept unlocked at all times while in the hide and left unobstructed.

5. Getting the most out of your visit

- a. You understand that badgers are wild animals and sightings are not guaranteed. Payment for a booking will not be refunded due to the no show of badgers or other wildlife.
- b. No food or drink, other than water, should be consumed in the Hide.
- c. There is nowhere to refill water bottles at the Hide. If you are visiting in hot weather, please ensure you have enough water for your visit.
- d. Stay quiet and still as you can in the Hide and take care when arriving and leaving.
- e. Limit use of cameras and strictly no flash photography.
- f. Please make sure you take any rubbish with you from the hide at the end of your visit.
- g. Do not move the seats nearer the glass or you will frighten the wildlife.
- h. Please keep your phones on silent as the noise will frighten the wildlife.

6. Should your own plans change then we will try to reschedule your booking but this cannot be guaranteed. Refunds will only be given for cancellations outside of 7 days of the booked date (direct bookings only). The request for rescheduling or cancellation must be requested by the guest whose name the booking is under.

7. Emergencies – you will be unaccompanied throughout your visit so please ensure you have a charged mobile phone with you in case of the unlikely event of an emergency. Please call the emergency services first in case of any emergency. Full instructions are on the wall in the Hide. The on-call reserve officer (available until 9pm) can be contacted by calling 07825-966165.

