



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 Badger Group and agree that HMBG 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. Donations. HMBG request a donation of £5-10 per adult or £50 for the whole hide. Children over 7-18 watch free including groups. Donations are used for the upkeep of the hide and supplementary badger food which supports the educational objectives of the badger group. Please pay by BACS donation to; **Herts and Middlesex Badger Group Account Number 01356013 Sort Code 30-93-92** Please put as your reference for the payment '**Hide**' with the date of your watch. **Thank you!**
3. Refunds and cancellations
 - a. HMBG occasionally 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. HMBG 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 2 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;
4. Site access and security
 - a. The Hide will be unlocked on your arrival and please leave it unlocked when you leave. Just close the door behind you when you exit and walk quietly up through the orchard.
 - b. 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 gardens

5. Personal safety and what to do in an emergency NB These are rare

- a. You understand that if not escorted by a member of the HMBG, you will be responsible for your own welfare throughout your time at Tewin Orchard Nature Reserve.
- b. The pathways are maintained for access however they may be uneven, potentially muddy and have fallen apples, tree roots and other trip hazards.
- c. Unfortunately, due to heavy rain, 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 tewinhide@gmail.com
- d. **The path back to the carpark is not lit however there are fluorescent strips on the trees which light your way if you shine a torch on them. Ensure you have a torch for the walk back to the car park.**
- e. Strictly no smoking (including e-cigarettes) on the reserve or in the hide
- f. There are no toilets available on the reserve for your booking. There is a local pub which is good to visit before your watch, please!
- 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 – tewinhide@gmail.com - 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.

6. Getting the most out of your visit

- a. You understand that badgers are wild animals and sightings are not guaranteed.
- 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 as we do not wish to disturb the badgers and other wildlife.
- e. You may use cameras and video but **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.
- i. Even during the summer months, it does get colder at night so please ensure you are dressed for warmth.

- j. We would be grateful if one of your group could keep record of the wildlife you see on your watch in the hide diary. This gives valuable information about the activity of the badgers and other wildlife.
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- 7. 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 2 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.
 - 8. Emergencies – if you are unaccompanied throughout your visit please ensure you have a charged mobile phone with you in 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.

Chris 07973 146926