

Start Birding Terms and Conditions

1.0 General

Please read these terms and conditions carefully before using the Start Birding website and services.

1.1 Start Birding reserves the right to revise this list of Terms and Conditions at any time. It is your responsibility to review and understand any updates if you are booking an event or tour or you are buying from the shop. Please do not use Start Birding services if you do not agree to the Terms and Conditions.

1.2 Start Birding manages all events and shop pages. The Terms and Conditions set out below constitute the agreement between you (the client) and Start Birding.

1.3 While Start Birding will endeavour to provide all clients with any updated details for classes, tours, events and indoor workshops, it is ultimately your responsibility to check whether they have been cancelled or rescheduled. Updated information will be sent directly to clients booked on each event. Start Birding will try to ensure the information on this website is accurately published; however the content can't be guaranteed. We disclaim all liability for injury, loss or damage arising from inaccuracies, omissions or interpretation of contents. If you believe any content to be inaccurate please contact us on 07778 768719, or email linda@startbirding.co.uk and it will be corrected as soon as possible.

1.4 Any information provided and managed by third parties (e.g. on the 'Useful Links' and 'Birding in Leeds' pages) is outside the responsibility of Start Birding. Third parties are responsible for ensuring that their own information is accurate and complies with any relevant regulations and, in respect of any services supplied by external organisations, Start Birding has no liability.

2.0 Payments and Bookings

2.1 Wherever possible, all events should be paid for in advance via the booking system on the Start Birding website or by bank transfer (with email bookings). Short (two hour) events can be paid for on the day in cash by permission.

2.2 For longer tours a deposit is to be made on booking (see individual tour details for amount of deposit). The balance of your payment should be made 14 days before the first day of the tour to secure your booking. If payment is not received, your place may be given to another client.

2.3 Where advanced payments are being made, bank transfer and Paypal payments are preferred. These are safe, secure and easier for you and you will not be required to enter your card details, name and address via the Start Birding website. There is no charge to you for using these services.

2.4 Cheques are also accepted, but these take a few days to reach us in the post and a few more working days to clear through the bank system. Please take this into consideration when sending your cheque. Cheques should be made payable to Linda Jenkinson.

2.5 No cash payments should be sent in the post.

2.6 It is your responsibility to ensure that the details you provide when booking a tour, event or workshop or placing an order are correct and that you transfer the correct amount to cover the cost of the service. Payment for goods and services is due in advance and if payment fails, bookings will not be made or products will not be dispatched. If there are any changes to your details that may affect your booking or order, or you have difficulty accessing the booking or payment procedure, it is your responsibility to inform Start Birding by calling 07778 768719, or email info@startbirding.co.uk

2.7 It is important that you print the confirmation of your booking or order for your own reference.

3.0 Refunds and Cancellations: Tours, Events and Workshops

3.1 Cancellation by Start Birding

3.1.1 In the event that a two-hour, four hour or full day event is cancelled by Start Birding, you will be given the option of moving your booking to another date. If this is not acceptable, a full refund will be made. If a three-day tour is cancelled by Start Birding, a full refund will be given. In all cases, no further liability will be accepted by Start Birding.

3.2 Cancellation by You

3.2.1 You may cancel your booking at any time, however, a refund will not be issued. You will be given the option of transferring to another event.

3.2.2 Your failure to attend an event cannot be regarded as a cancellation. Unless otherwise agreed, clients who fail to attend a tour, event or workshop without prior notice will not receive the option to rebook.

3.3 Changes and Cancellation by Start Birding and other parties

3.3.1 Start Birding events and tours are planned many months in advance. On some occasions it is necessary to make changes to details both before and after bookings have been confirmed or cancel confirmed bookings. Events are affected by local weather, transport, nature reserve restrictions and other uncontrollable factors. Start Birding will always work very hard to avoid changes and cancellations but reserves the right to do so when it is deemed necessary.

3.3.2 In the event that poor weather conditions may seriously affect the quality of a class or a tour, Start Birding reserves the right to postpone or cancel the event and you will be given the option to transfer your booking to another date.

3.3.3 If a tour, event or workshop has to be cancelled completely due to unforeseen circumstances such as extreme weather events Start Birding will offer you the option of transferring your booking to another date. If there are no alternative dates to offer, you will receive a full refund.

3.3.4 If Start Birding has to make minor changes to the advertised itinerary or travel arrangements before or during the event then you will be kept informed either before, or during the event as appropriate. Start Birding is under no obligation to pay you compensation where partial changes need to be made.

3.3.5 If a major change is made to your booked event by a third party (e.g. if event or workshop uses another's premises or includes a boat trip which cannot be made because of weather conditions), you will be informed you as soon as possible. If there is time to do so before departure, Start Birding will offer an alternative venue (in the case of a third party premises not being available) or, in the case of a cancelled boat trip, you will be refunded the cost of the boat trip and that part of the event will be altered to include another venue. Full refunds will not be given in these circumstances.

3.3.6 The decision as to whether a change is minor or major lies with Start Birding, who will make every effort to act fairly in all circumstances.

3.4 Force Majeure

3.4.1 Except where otherwise expressly stated in these booking conditions, Start Birding cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by, or you otherwise suffer any damage or loss from, force majeure. In these Terms and Conditions, 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

4.0 What is Included on Start Birding Tours, Events and Workshops

4.1 See individual event descriptions for what you can expect to be provided by Start Birding.

5.0 What is Not Included on Start Birding Tours, Events and Workshops

5.1 Start Birding does not provide breakfast at any of the advertised breakfast events.

5.2 A small number of binoculars are available for loan by arrangement, however Start Birding cannot guarantee availability. Start Birding cannot provide binoculars during free community events.

5.3 Advertised prices for day and part-day events are for guided birdwatching only. Travel is available in the Start Birding vehicle, by arrangement, on some events. Start Birding does not organise or pay for travel expenses to and from events, such as fuel or public transport, car hire or travel insurance for those clients making their own way to events.

5.4 On longer tours involving overnight stays, Start Birding does not pay for telephone calls, café stops, unscheduled snacks or any items of a personal nature. We will organise accommodation and meals according to our published itinerary, but we will not be held responsible for any issues arising between clients and accommodation/restaurant providers. Please consult individual event descriptions to see whether meals, drinks and transportation during the tour are provided, or contact us on 07778 768719 or info@startbirding.co.uk

6.0 Insurance

6.1 It is advisable to ensure you are covered by adequate personal and health insurance when taking part in a Start Birding event or tour and to ensure your equipment is suitably insured against loss or damage.

6.2 Please read your policy details carefully and take them with you on your tour. It is the responsibility of each client to ensure that the insurance cover purchased is suitable and adequate for your particular needs. Start Birding does not check insurance policies.

7.0 Start Birding leader

7.1 The Start Birding leader has considerable expertise in events management, outdoor health and safety, tour guiding, teaching and natural history and will be able to help you to identify the birds and other wildlife seen and heard on your trip.

8.0 Client health issues

8.1 It is your responsibility to inform Start Birding if you, or any member of your party, has any medical problem or disability that may affect your enjoyment of, or the itinerary of, the event. Please discuss with Start Birding before you confirm your booking so that we can assess whether the event is suitable and give us full details in writing at the time of booking.

9.0 Damages, loss and behaviour

9.1 When booking an event with Start Birding, you will be responsible for any damage or loss caused by you or any member of your party. Full payment for any damage or loss must be made directly to Start Birding, other individuals, vehicle owners or other service providers. If you fail to do so, you will be responsible for meeting any claims subsequently made against Start Birding together with our own and the other party's full legal costs as a result of your actions.

9.2 Start Birding events offer a safe and supportive learning environment for adults of all levels of birdwatching ability. We expect our clients to show consideration for other members of group events and to exhibit respectful behaviour. Any behaviour that causes or is likely to cause danger, upset or distress to another group member, third party or damage to property or fauna will be required, without prior notice, to leave the event, or other third party service. We will have no further responsibility toward such person(s) including any return travel arrangements. You will not receive a refund and we will not pay any expenses or costs incurred as a result of the termination.

9.3 Smoking or vaping is prohibited during indoor and outdoor events and smokers must refrain from smoking in the proximity of all other group members during longer tours.

All clients booking events agree to accept these guidelines, and it is the right of Start Birding to ask anyone failing to respect the consideration of others to leave the event immediately.

10.0 Children, young adults and pets

10.1 Start Birding classes are designed for adults returning to learning however children and young adults are welcome on some events by arrangement. Bespoke events for children can be arranged to ensure a more effective, and more tailored learning experience. To book, contact linda@startbirding.co.uk

10.2 Generally, pets are not allowed on Start Birding events however, by special arrangement, it may be possible at some venues to allow well behaved dogs to accompany their owners.

11.0 Gift vouchers and cards

11.1 Gift vouchers can be purchased and downloaded to print via the website. Start Birding receives notification of orders and payment and will contact the purchaser with further information. The purchaser will be required to pass on the name of the recipient.

11.2 Professionally printed vouchers and cards can be sent by arrangement. Payment for these, including postage and packing, can be made by bank transfer or cheque. Vouchers and/or cards will be sent promptly on receipt of payment. Purchasers are responsible for allowing enough time for the transaction to take place. Start Birding cannot accept responsibility for delays in postage.

11.3 Vouchers are valid for 12 months but can be used as part payment towards an event if the time has been exceeded. There is no limit to this offer. Please contact linda@startbirding.co.uk to discuss the value of your voucher.