



Terms & Conditions

1. You must present the voucher to your Falconer on arrival.
2. The Falconry Experiences are run with a maximum of 4 participants (per Falconer) with each participant bringing a maximum of 2 spectators. Spectators will be charged at £30.00 each for Half Days and £45.00 each for Full days. The Falconer for the Day experience is run on a maximum of 2 participants.
3. The Family Bird of Prey Experience is a family of 4 (2 adults and 2 children under the age of 16).
4. Included in the price for participants and spectators is access to the Castle and Grounds for the day of your experience only. An annual ticket can be purchased for the full published price. Upgrades NOT available.
5. Vouchers are valid for 12 months from the date of issue. They can be redeemed 7 days a week, subject to availability or unless the Castle is closed for events. In the event of your day being postponed due to inclement weather, the valid date will be extended accordingly. Where a participant is unable to redeem their voucher within the 12 months following issue (no attempt is made by participant to book date) it can be re-activated and extended for 3 months for an additional administration cost of £30.00.
6. PLEASE NOTE: the summer season (April - September) is our busiest time of year, so booking well in advance is advisable.
7. In the event of bad weather we reserve the right to postpone the booking. Whilst we will make every effort to contact participants prior to arrival on the day with the unpredictable nature of the weather this might not always be possible. If the weather deteriorates during the experience we may have no option but to stop the day, in this event we will rebook a date for the remainder of the experience. Leeds Castle can also not be held liable for any travelling costs.
8. Cancellation Rules: Vouchers can be cancelled within 14 days of purchase. In this event then a full refund will be given either by a cheque being sent to the person who purchased the experience or back onto the card that the payment was taken from. If you wish to cancel the experience after 14 days of purchase then a 50% refund will be given, again with a cheque sent to the person who purchased the experience.
9. Minimum age for our falconry experiences is 7 years old but 12 years old on our Falconer for the Day experience & 5 Day Course. Children under 16 years old must be accompanied by an adult. The accompanying adult will not need to pay the spectator fee unless on the whole day experience, where there will be a fee of £15.00 charged to cover the lunch.
10. We **must** be notified if you're bringing children along as/with Spectators.
11. All transactions are carried out in pound sterling (£).
12. The Falconry Experiences are currently run and held within the grounds of Leeds Castle, Kent. We reserve the right to alter the location of the experience or to postpone the date of the booking.
13. All refreshments during the experience will be provided, free of charge.
14. Lunch is **NOT** provided for participants or spectators on the Half Day Experience. Lunch **IS** included for both participants and paying spectators on the Full Day Experience; this excludes the Falconer for a Day and Photography Experience where you will need to provide your own lunch.
15. On arriving at the Falconry Department you will be given some health and safety information which we hope will help you get the most from your experience. There is always a risk of injury when handling animals and we will take all precautions necessary to keep this to a minimum. Participants and spectators should be aware that they participate at their own risk.
16. Leeds Castle is not responsible for the safety of any personal possessions belonging to guests for the duration of their experience - this includes any photography equipment.