

## **Terms of Booking**

Bookings are subject to a £50 deposit paid upon booking with full payment to be made one month before your secured date, if we do not receive payment before this day we cannot hold your date for you. Bookings with less than a month prior to your date will be paid in full upon booking.

\*A deposit for funeral releases will not be requested but full payment upon booking will be required, this is due to timescales of booking.

Our doves need to be home and roosted with their families before twilight and therefore we will only release our doves with at least 2hrs flight time before the sun sets, primarily this will only affect winter releases with the flight distance taken into account.

## **Releasing in poor weather conditions**

Angel Wings Dove Release hold the safety and welfare of our doves as paramount. If we feel it is unsafe for the doves to fly home then we reserve the right to decline to release. Extreme weather conditions such as dense fog, storms, high winds and torrential rain may result in termination of a release.

### **How this affects your deposit:**

Payment will be 100% refundable if Angel Wings determine before our departure that the weather is unsafe for our birds to fly home. Please note that we will always do our best to give the service that you expect from us and cancellation of a flight will be purely in the interest of our birds safety.

Extreme weather changes that prohibit a release after our arrival at your venue will result in a partial refund, taking into account time and travel already spent. Again, Angel Wings will always try to accommodate where possible should this mean waiting out bad weather or offering a release at a later time / date (where applicable). We trust that you will respect the safety of our birds and that poor flying conditions are out of our control. We will contact you in the days before your release if the forecast is looking unsettled and we can discuss alternative suggestions.

Who can release the doves:

We will always be present at a release and will give guidance and brief training before you handle the birds so that anyone can release the doves. We offer free training prior to your date to anyone wishing to hand release the doves, you will be able to meet the birds at our home and practice handling the birds. Hand releases are best suited to adults with a basket release being more suited to small children.

Cancellation by customer will forfeit the deposit

**By payment of deposit you are agreeing to our terms of booking.**