



Norfolk Broads Wildlife Tours - Gift Voucher Terms & Conditions

These terms and conditions govern the purchase and use of digital gift vouchers issued by Norfolk Broads Wildlife Tours (referred to as "we," "us," or "our"). By purchasing, accepting, or redeeming a voucher, you agree to be bound by these terms.

1. General Conditions

- **Format:** Vouchers are issued digitally via email and contain a unique redemption code. No physical card is issued.
- **Issuer:** Vouchers are issued by Norfolk Broads Wildlife Tours.
- **Purpose:** Vouchers can only be used to purchase one of our Tours, or experiences offered directly by Norfolk Broads Wildlife Tours. They are not redeemable for cash, third-party products, or merchandise unless explicitly stated by us.
- **Acceptance of Booking T&Cs:** The redemption of the voucher to book a tour is subject to Norfolk Broads Wildlife Tours standard **Booking Terms & Conditions**, including our cancellation, rescheduling, and safety policies, which will be provided at the time of booking.

2. Voucher Value and Expiry

- **Value:** Vouchers are issued for a day's tour/service.
- **Expiry Date:** All Norfolk Broads Wildlife Tours **Vouchers expire twelve (12) months from the date of purchase.**
- **Redemption Deadline:** The Tour **must be booked** before the expiry date, but maybe taken at a time after the twelve (12) months.
- **Forfeiture:** Any unused voucher after the expiry date will be automatically forfeited and cannot be refunded or extended.

3. Redemption Process

- **How to Redeem:** Vouchers must be redeemed by the holder contacting Norfolk Broads Wildlife Tours and providing the unique voucher code.
 - **Email:** Contact us at info@norfolkbroadswildlifetours.co.uk
 - **Phone:** Call us on **07876 560496**

4. Lost or Stolen Vouchers

- **Responsibility:** The purchaser and subsequent holder are responsible for the security of the voucher email and code. Treat the unique code like cash.
- **Verification:** The unique code must be presented/quoted for redemption. We are not obliged to honour a booking without a verifiable code.
- **Replacement:** We may, at our sole discretion, re-send the original voucher email to the purchaser's verified email address if requested, provided the unique code can be verified as unused.

5. Returns and Refunds

- **Non-Refundable:** Vouchers are non-refundable and cannot be exchanged for cash, except where required by UK law.
- **Cancellation by Us:** If Norfolk Broads Wildlife Tours must cancel a booked trip (e.g., due to severe weather), we will follow our standard Booking T&Cs for rescheduling or refunding the specific tour's cost. This does **not** entitle the voucher purchaser to a refund of the original voucher value.

6. Governing Law

- These terms are governed by and construed in accordance with the laws of **England and Wales**, and any dispute shall be subject to the exclusive jurisdiction of the English and Welsh courts.