

Terms & conditions

1. Clients must disclose any pertinent medical information at the time of booking, to ensure their safety in potentially remote areas of the New Forest where help may be more than 30 minutes away; this includes asthma, diabetes and heart/lung conditions. Clients must also be sufficiently fit to complete the advertised tour within the advertised time.
2. We will automatically delete all clients' medical data after 21 days. Clients retain the right to have their contact and other personal details removed from our records after 21 days in line with GDPR requirements - any retained data will be held securely in line with GDPR requirements, used for internal Wild New Forest purposes only, and solely for the purpose of improving future tour provision (note that Wild New Forest Guided Tours CIC is registered with the Information Commissioner's Office).
3. Clients can cancel bookings up to 48 hours for a walking tour and 7 days before a boat tour commences and will be offered the opportunity to rebook or be fully refunded. If clients cancel within 48 hours (7 days for a boat trip) of their tour commencing, we will offer the opportunity to rebook or will endeavour to sell the available slots in order to offer a full refund, however, clients will not be eligible for a refund if both of these options are not possible.
4. We will usually cancel tours if weather conditions are forecast to be potentially dangerous or unsuitable for viewing wildlife, e.g. Met Office weather warnings for high winds, lightning storms, and/or heavy precipitation (rain, sleet, snow, hail). We will not cancel tours in the event of light rain or showers, so waterproofs and suitable headwear are strongly recommended! In the event of cancellations, we will endeavour to contact clients asap using the details provided.
5. The New Forest is a working forest, and we monitor the latest Forestry England updates regarding car park and trail closures (e.g. due to pony drifts or tree felling operations) to minimise disruption to our tours. However, we reserve the right to alter tour routes and meeting places at short notice due to circumstances beyond our control and will endeavour to contact clients asap using the details provided.
6. Dogs are welcome on our tours but must be kept under control and on a lead at all times. Owners are responsible for cleaning up after their dogs, so please bring your own poo bags and dispose of them responsibly!