

Townsville Dove Release Terms & Conditions

1. Our doves must be released a minimum of 60 minutes prior to dusk, may not be released indoors, at night or in bad weather conditions.
2. Forecast bad weather on the day: in the event of an advance poor weather forecast for the day of a booked event, we will make every effort to contact you beforehand to discuss other options. In some instances, we may offer extra display doves indoor [for weddings and other celebrations] as an alternative. If weather conditions are uncertain, we may travel to an event and make a decision upon arrival as to whether we will use display doves and provide a poem reading or other meaningful words. If a dove release is unfortunately cancelled due to bad weather, a full refund may be appropriate or whichever of our other solutions a client may prefer. For funerals and memorials, a full refund will be given. A full refund will be made less a \$50 travel fee. (Note: if there was an additional travel fee charged because the ceremony is beyond the 30 km boundary, this will charge will not be refunded).
3. A delay in commencement of the dove release will incur an additional fee at the rate of \$100 per hour (or part thereof). We may have another dove release booked and this would cause a delay or cancellation of the next event.
4. A 20% deposit is required at the time of booking with the balance being payable two weeks prior to your event. Should you cancel more than two weeks prior to your event, you will receive a refund minus the deposit. If you cancel 7 days or less before your event, we will not be able to issue a refund.
5. Telephone bookings are only held for five days. Booking is confirmed when the deposit is received. Any balance owed is due two weeks prior to the service or event. Cash, credit card and direct deposit are accepted.
6. A Townsville Dove Release representative will be present at all times during the dove release.
7. All bookings outside of 30 km's of Townsville city centre (including Magnetic Island) will be charged an additional rate, to be negotiated at the time of booking and to be paid with the final balance.
8. We do not provide birds for self-release.
9. Every effort is made, to ensure that birds do not produce droppings during a release, however in the event of an accident we cannot be held responsible. We do not take responsibility if there is any damage that happens by the dove/s e.g. poo on the vehicles or any clothing before or during the release of the doves.
10. For the welfare of the birds, bookings are for 90 minutes maximum. We will set up the doves 20 minutes prior to the event.
11. Townsville Dove Release may take photographs at the event to use for publicity purposes unless requested in writing by the client not to do so.

Permission for photography

I give Townsville Dove Release permission to use photographs taken at the event. I understand these photos will be for the sole purpose of advertising on Townsville Dove Releases' web page and social media and no other purpose. Please identify below if photography is allowed.

Name _____

Signature _____

Date: / / 20__

These Terms and Conditions allow Townsville Dove Release to deliver the highest quality white dove release possible. While our priority is the health and welfare of our beloved doves, your satisfaction is our goal.