

Our delivery service

- Delivery is to UK mainland addresses only
- Standard UK delivery is £4.95 for all parcels
- All our deliveries are made by Royal Mail
- Orders received by 3pm on Friday will be despatched the following week. Please allow 7-10 days for delivery
- Whenever possible we will send your items in packaging that has been used before. If we have to use more than one package, you will only be charged once.
- We will contact you about any items that are out of stock and discuss with you whether you would like a different item

Terms and Conditions

The following terms and conditions apply to all orders for the purchase of goods from the Visitor Centre online shop:

- 1 By placing an order, you are deemed to have accepted these terms and conditions with respect to your order. This does not affect your statutory rights as a consumer
- 2 We can only post items to UK addresses
- 3 All orders must be placed online. If you require more information, please send us an email at: ***shop@fbhp.org.uk*** or see our Contact Us page
- 4 We do not offer returns or exchange for items bought unless they are faulty.
- 5 The supply of goods from this site is subject to availability and it is not always possible for us to inform you at the time you place your order whether the goods you want are available for purchase. We will contact you directly if this is the case and discuss with you whether you would like a different item
- 6 When you submit your order you are allowing the Friends to use your personal details to fulfil your order. We will not use those details for any other purpose. Please see our Privacy Policy for more information