



## **MANOR FARM FRUITS PICK YOUR OWN ('PYO') TERMS AND CONDITIONS SUMMER 2021**

These terms and conditions apply to Manor Farm Fruits PYO from 17th May 2021 until further notice. We reserve the right to change these Terms and Conditions at any time.

In these Terms and Conditions, Manor Farm Fruits is also referred to as 'we', 'us' and/or 'our'.

### **BOOKING CONDITIONS:**

- Entry to Manor Farm Fruits PYO fields will ONLY be allowed through an admission ticket purchased via our website.
- Our priority is the safety of our staff and visitors. Please maintain social distancing throughout your visit to Manor Farm Fruits.
- Once a booking has been made it is not possible to amend that booking.
- All children under 16 years old are required to be supervised fully during their visit by an adult over the age of 18 years. Adults are responsible for ensuring all children always adhere to social distancing rules.
- Toddlers and babies under 2 years old do not require an admission ticket and may enter with an adult with a valid admission ticket PROVIDED the toddler/baby is strapped into a push chair at all times during the session. Any child under 2 who is not strapped into a pushchair for the visit will require an admission ticket.
- We require sight of all admission tickets on arrival at Manor Farm Fruits. Confirmation of the admission tickets booked can be printed out or shown electronically on a smart phone at the PYO admissions kiosk. Please ensure all details can be clearly read from a distance.
- Admission tickets are non-refundable and are only valid for the timed session for which they have been booked.

### **PURCHASE OF FRUIT:**

- You must decide what fruit and how much fruit you wish to pick BEFORE you enter the PYO fields.

- Details of which fruits are available to pick and prices for the fruits will be clearly visible on arrival.
- When your admission has been confirmed, you will be asked to pay for the fruit you wish to pick. Payment for the fruit **MUST** be made using contactless payment **BEFORE** you enter the PYO fields.
- You will be given the appropriate number of containers for the quantity of fruit you have pre purchased. **DO NOT** pick into any other containers. Taking fruit from the PYO fields which is not picked into the containers provided is theft and we reserve the right to prosecute anyone doing so.
- You can bring previous Manor Farm Fruits containers - from Summer 2021 **ONLY** - back on a later visit, providing the fruit you wish to pick on that later booking matches the container you are bringing with you.

#### **ON ENTRY:**

- Please wear appropriate footwear for uneven ground and come dressed appropriately for the weather of the day.
- Follow the signs for the designated PYO car park.
- Please **DO NOT** arrive more than 10 minutes before and no later than 10 minutes after the start of your session.
- Order of entry for your timed session will be on a first come first serve basis, but everyone with an admission ticket for that session will be guaranteed entry.
- Please wash your hands at the hand sanitiser station and then join the queue for entry to the PYO fields following the social distancing markers.
- No oversized bags or rucksacks or food of any kind are permitted in the fields. This includes bags underneath pushchairs.
- Be aware of uneven ground and trip hazards – you will be in a field!
- No dogs, except for service dogs, are allowed in the PYO fields.
- Please follow our one-way system to and from the PYO fields.

#### **CONDUCT IN THE PYO FIELDS:**

- Always maintain social distancing between yourself and anyone not from your household, including Manor Farm Fruits team members.

- You will be asked to pick from an allocated row – please DO NOT change rows or enter other rows without the permission of a Manor Farm Fruits team member.
- Keep moving along the row to avoid a backlog of people building up.
- Please DO NOT pass another group picking in the same row as you.
- We strongly recommend you do not eat any fruit until you have been able to wash it at home.
- At the end of your 1 hour picking session, you will be asked to leave the field and should do so promptly. Please respect this request to leave the PYO fields after your session has finished so everyone can enjoy their session fully.
- If you finish picking before the end of your session you are free to leave the PYO fields at any time by following the one-way system and Exit signs.
- Please take any litter home with you.
- Members of our team will be on hand at various points to assist and guide you through the fruit fields safely. Anybody seen to deliberately ignore any of our Rules of Picking will be asked to leave the Farm with immediate effect.
- Please DO NOT walk around any part of the Manor Farm Fruits grounds other than the PYO field to which you are signposted.