



MANOR FARM FRUITS TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS

These terms and conditions apply to all and any Manor Farm Fruits Event. Terms and Conditions relating to a specific Event must be read in conjunction with and in addition to the General Terms and Conditions and Booking Requirements. We reserve the right to change these Terms and Conditions at any time.

In these Terms and Conditions,

'Manor Farm Fruits' - referred to as 'we', 'us' and/or 'our', and

'Event' – means any event offered to the public and conducted at Manor Farm Fruits, and

'PYO' – means the Manor Farm Fruits Pick Your Own Event.

BOOKING REQUIREMENTS

- Entry to an Event will ONLY be allowed through an admission ticket purchased via our website.
- Our priority is the safety of our staff and visitors. We expect our staff to welcome you to Manor Farm Fruits and help you during your visit and in return we expect all our customers to treat our staff with respect. We have a zero-tolerance policy against any violent or aggressive behaviour towards our staff. Anyone who displays this kind of behaviour will be asked to leave the Event and Manor Farm Fruits immediately.
- 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.
- 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.
- Admission tickets are non-refundable and are only valid for the timed session for which they have been booked.

EVENT REQUIREMENTS AND NOTICES

- Remember that throughout the duration of your visit, you are responsible for the safety of yourself and others in your group.
- Under supervision from a parent or guardian, children may use our play area outside the main PYO shop. Manor Farm Fruits has carried out an assessment of the equipment available and has taken reasonable steps to ensure the equipment is safe for use by children, but parents and guardians **MUST** supervise children at all times and Manor Farm Fruits accepts no liability for any injuries suffered during the use of such equipment.
- Please wear appropriate footwear for uneven ground and come dressed appropriately for the weather of the day.
- Follow the signs for the designated Manor Farm Fruits 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 join the queue for the Event for which you have a pre booked admission pass.
- No dogs, except for service dogs, are allowed in any Event.
- Please be respectful of other customers in the fields and keep moving along through the Event to avoid a backlog of people building up.
- 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 Event safely. Anybody seen to deliberately ignore any of our Terms and Conditions will be asked to leave the Event and Manor Farm Fruits with immediate effect.
- Please **DO NOT** walk around any part of the Manor Farm Fruits grounds other than the specified route of the Event to which you are signposted.
- Manor Farm Fruits is a working farm and machinery, and farm vehicles may be operating close by. Please take care.

PYO EVENT

ADDITIONAL TERMS AND CONDITIONS

- On arrival, please go directly to our PYO shop for your admission to be confirmed and to pick up containers into which you will pick your fruit.
- Details of which fruits are available to pick and prices for the fruits will be clearly visible on arrival.
- Containers for your fruit are provided but you are welcome to bring your own containers if you prefer. If you are using your own container, please ensure your container is weighed empty before entering the PYO fields. The weight of your container will be recorded before you go into the fruit fields.
- Once you have finished picking fruit, you **MUST** return to the main PYO shop to have your fruit weighed and to pay for your fruit. You **MUST NOT** leave the PYO Event without paying for your fruit you have picked. If any of our staff believe a customer is leaving the PYO Event without paying for fruit they have picked, our staff are entitled to challenge customers and ask them to return to the PYO shop to pay.
- Fruit should **NOT** be eaten in the fields until it has been paid for and we recommend that it should be washed at home before eating.
- Please follow our one-way system to and from the PYO fields.
- 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!
- Only food and drink purchased on the farm can be consumed on the farm. We do not allow picnics.

TRAIL AND MAIZE MAZE EVENTS

ADDITIONAL TERMS AND CONDITIONS

- Due to uneven ground, the pathways are not suitable for any type of pushchair, wheelchair, or mobility scooter.
- In the event of heavy rain, the maze event may be closed for health and safety reasons. All ticket holders will be contacted in these circumstances and tickets transferred to another date.