

## ***MILLETS FARM CENTRE TERMS & CONDITIONS***

***Please see useful information and our general terms and conditions for visiting Millets Farm Centre below. Further terms and conditions specific to Millets Pick Your Own can be found at the end of this document.***

The postcode for Millets Farm Centre is OX13 5HB. Sprouts Playbarn, Farmyard Golf, PYO and Millets Maize Maze have their own car parks signposted as you come down the drive. Car parking is free across the whole site and once parked you can easily walk from location to location. Please be sure to follow the pedestrian pathways and for your safety do not walk down the roads.

### ***Booking Conditions:***

- Only those with a valid admission ticket will be allowed entry to any of our ticketed activities or events. Entry will only be granted to visitors who match the exact number and type of tickets detailed on the booking.
- Order of entry for each booked entry time will be on a first come first serve basis, but everyone with tickets booked for that session will be guaranteed entry.
- Your booking confirmation barcode will be required on entry to all ticketed events – please either print this out or have it ready to show on your smart phone.
- If you are not able to show your booking confirmation barcode photo ID that matches the name on the booking will be required to verify your tickets. This may delay your entry.
- If members of your booking are going to be arriving separately, please ensure all members of the group have a copy of the booking confirmation barcode.
- All children under 16 years old are required to be supervised fully during their visit to Millets Farm by an adult over the age of 18 years.
- A minimum adult to child ratio of 1:5 is required when entering our ticketed activities or events.
- We will endeavor to keep all attractions open as advertised, however occasionally, some activities may be unable to open due to safety, weather, or technical reasons.
- In the event that we are forced to close, all customers with bookings will be contacted and their tickets transferred to another date.

### ***What if we can't make our booking?***

- We understand that sometimes life doesn't always go as planned, but unfortunately all of our pre-booked tickets are non-refundable and are valid for the session they have been booked for only.

- If you let us know by emailing [bookings@milletsfarmcentre.com](mailto:bookings@milletsfarmcentre.com) that you are not able to attend **BEFORE THE START** of your pre-booked session, we can then transfer your entire booking to an alternative session, subject to availability. If you let us know after the session has started that you won't be able to attend unfortunately, we won't be able to move the booking as we will have lost the opportunity to re-sell your spaces to another customer.
- Please include in your email your booking reference, reason for amendment, and the date you'd like the booking moved to, to allow us to process the change. Please allow up to 72 hours for any ticket amendments to be actioned. Once actioned you will receive an updated booking confirmation email.
- Unfortunately, we are unable to move only part of a booking.
- We allow one free of charge change per booking. If you are not sure what date you would like to move your session to, we can hold your tickets unredeemed for up to 1 month, but they must then be allocated to a new session date. This new session must be within 6 months of the original session date.
- If your tickets are for a time limited event they must be moved and used before the event closes for the season or they will be lost.
- If you would like to make a change to a booking for a second time, there would be an administration cost of £5.00 per change.

### *Preparing for your visit:*

- Please come dressed appropriately for uneven ground and the weather of the day. We cannot take any responsibility for damage to footwear or other personal effects when visiting Millets Farm Centre.
- Please remember that this is a working farm and some activities will take place in an agricultural field so ground may be uneven. Please keep to the designated areas and pathways and be aware of uneven ground and trip hazards.
- No dogs, with the exception of service dogs, are allowed in any of our ticketed activities or events, in the restaurants or Farm Shop. Dogs are welcome, on leads, around the other outside areas of the site, such as Phoebe Woods, restaurant patio and in the Garden Centre. Please clear up after your dog and dispose of in an appropriate bin.
- Only food purchased from the Farmhouse Kitchen Restaurant or in Sprouts Play Barn may be consumed within these areas.
- There are picnic areas available on the lower lawn and adjacent to the top overflow car park. Please take any litter from your picnic home with you.
- There are multiple baby change and disabled toilet facilities located around the site.
- An adult size, manually height adjustable, changing table is available within the disabled toilet facilities at Sprouts Play Barn. This is accessible for all visitors who might need to use it. Please ask at the admissions desk of Sprouts Play Barn and they will provide you with directions and a key. You will be asked to sign a disclaimer prior to using the equipment.

### ***Safety and conduct when visiting Millets Farm Centre:***

- Millets Farm is proud to be a family friendly destination that strives to encourage the growth and development of children and foul language, aggressive or rude behaviour have no place in any of our facilities. We reserve the right to refuse admission or remove from the site any person who acts in a manner that the management of Millets Farm feels to be inappropriate and/or undesirable for a family venue or if we feel our nurturing environment is being compromised.
- Adult visitors are responsible for the well-being, supervision and behaviour of the children they visit with at all times.
- Please only take photos/recordings of your own children.
- Glasses, sunglasses and any fragile objects should be removed before entering Sprouts play frame and using play equipment, we cannot be held responsible if they break whilst playing.
- Please report any accidents or injury to a member of Millets staff immediately.
- It is the responsibility of the adult individual not to enter the Sprouts play frame or the Maize Maze or use any unsuitable play equipment if they have a history of back/neck or heart conditions.
- Anyone who is feeling unwell or is suffering from the effects of drugs or alcohol should not enter the Sprouts play frame or the Maize Maze or use any unsuitable play equipment.
- Adults and children who are easily fatigued, are asked to consider not accessing play equipment or reducing the length of time as they are potentially putting themselves and others at risk.
- Please use the pedestrian pathways and for your safety do not walk down the roads.

### **Millets Pick Your Own Specific Terms & Conditions:**

#### ***Booking conditions:***

- Toddlers and babies under 2 years old do not require an admission ticket and may enter with a full paying adult.
- The 15 minute window shown on your tickets is your admission time. You are welcome to stay in the fields until you have finished picking your preferred amount of fruit. The fields will close for the day at 5.30pm.

#### ***On entry:***

- Please arrive no sooner than 10 minutes before and no later than 10 minutes after the start of your session.
- Please note there are no toilet facilities in the fields and the nearest toilets are next to the Golf/PYO entry Kiosk.

- Fruit must be paid for on the day at the kiosk before entering the fields.
- A minimum of 1 punnet of fruit per 2 adults entering the fields must be purchased. Entry will not be permitted should a group decide they don't wish to purchase this level of fruit.
- You will be given the appropriate number of containers for the amount of fruit you have purchased only. Picking into any other container is not permitted as we have no way of weighing and charging for the fruit on exiting the field.
- You are able to bring previous Millets containers back on a later visit, providing the pre purchased fruit matches the container you are returning with.
- You must pick the correct fruit into the correct container and different types of fruit should not be mixed.
- No oversized bags or rucksacks or food of any kind are permitted in the fields. This includes bags underneath pushchairs.

### ***Conduct in the fields:***

- For your own health and safety **DO NOT** duck under or between rows in any of the polytunnels at any time – stay on the mown tracks between the rows of crops at all times.
- Keep moving through the tunnel to avoid a backlog of people building up - the best fruit is at the end of the tunnel anyway!
- Pick only from the open tunnels. Tunnels are marked as **CLOSED for your safety**. This fruit is not ready for eating. Even if you think it may look good!
- We strongly recommend you do not eat any fruit until you have been able to wash it at home.
- Once you have finished picking please leave the fields following the Exit signs.
- Entry to any of the crops or areas of the farm that are not signed as being open is strictly forbidden and anybody found in these areas will be asked to leave the PYO fields immediately. No refund will be given.

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