

**Please see below our terms and conditions specific to Millets Pick Your Own Pumpkins event. Additional terms and conditions relating to Millets Farm Centre as a whole can be found on our website under FAQ's.**

***Booking Conditions:***

- Toddlers and babies under 2 years old do not require an admission ticket and may enter free of charge with a full paying adult.
- All children under 16 years old are required to be supervised fully during their visit by an adult over the age of 18 years.
- The time shown on your ticket is your admission time. You are welcome to stay in the fields until you have finished picking your perfect pumpkins (or until the patch closes at the end of the day)!
- Please be aware there are some circumstances beyond our control that might mean we have to close the PYO. In the event that we are unable to run a session due to inclement weather or a shortage of pumpkins we will contact all customers by email in advance of the session and arrange to move the booking to a different session or offer a full refund.

***On Entry:***

- Please come dressed appropriately for uneven ground and the weather of the day. We recommend long trousers and wellies! We do not take any responsibility for damage to footwear or other personal effects.
- Order of entry for your timed session will be on a first come first serve basis, but everyone with tickets booked for that session will be guaranteed entry.
- Booking confirmation can be printed out or shown electronically on a smart phone/tablet at the admissions desk. Please ensure all details can be clearly read.
- If you are not able to show your booking confirmation photo ID that matches the name on the booking will be required to verify your tickets. This may delay your entry.
- Entry will only be granted to visitors who match the exact number and type of tickets detailed on the booking.

***On Exit:***

- Please select your pumpkins in the field and pay for these on exit using contactless card payment.
- Please only pick up the pumpkins you are planning to pay for.
- Pumpkin/squash prices vary depending on sizes. Prices will be advised at entry to the pumpkin patch and again at exit.
- Wheelbarrows will be available for you to use to transport your pumpkins to the exit desk. Please only use one wheelbarrow per family to make sure there are enough to go around.
- Please bring your own reusable carrier bags to transport to your car as wheelbarrows cannot leave the patch and bags will not be provided.

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

- 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.
- Include in your email your booking reference, reason for amendment, and the date you'd like the booking moved to in order for us to process this. Please allow up to 72 hours for any ticket amendments to be actioned.
- Unfortunately, we are unable to move only part of a booking.
- We are only able to make 1 free of charge session change per booking. If you are not sure what date you would like to move your session to, we can hold your tickets but they must then be used before the close of the event this year.
- If you would like to move the booking for a second time there would be an administration cost of £5.00

### *Conduct in the fields:*

- No oversized bags or rucksacks or food of any kind are permitted in the fields. This includes bags underneath pushchairs.
- No picnicking in the fields.
- No dogs, with the exception of service dogs, are allowed in the fields.
- For fire safety reasons, no smoking is permitted in our PYO fields.
- Please report any injury to a member of staff immediately.
- Please respect the pumpkins, anybody seen kicking or throwing our pumpkins will be asked to leave the patch and no refund will be given.
- Millets Farm strives to encourage the growth and development of children and foul language, aggressive or rude behaviour have no place at our events.
- The Millets team reserve the right to refuse entry or ask visitors to leave the patch at any time if they feel our nurturing environment is being compromised.
- For your safety and to prevent damage please do not climb on any of the decorative structures in the pumpkin field. If damage is caused by the customer or any guest attending under their booking, the customer who made the booking will be liable and will be required to pay for the damage to be rectified.
- Be aware of uneven ground and trip hazards – you will be in a field!
- 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 pumpkin patch safely.
- 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.

We will continue to work hard to ensure that we always operate in the safest way possible and appreciate your patience and support with this.

*Updated 18/08/23*