

BOOKING CONDITIONS:

- Entry will be granted for up to 6 people per booking – all of whom must have admission tickets. This includes all children, disabled visitors and carers.
- 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 adhere to social distancing rules at all times.
- Toddlers and babies under 2 years old can enter the fields free of charge but still require an admission ticket and may only enter with a full paying adult. This is limited to 2 free of charge tickets per booking.
- Registered carers can enter free of charge but still require an admission ticket – please choose the ticket for Under 2's on booking. Carers must be accompanied by the individual for whom they care.
- Your booking reference will be required at the entrance kiosk to verify your tickets.
- Pre-booked admission tickets are non-refundable and are valid for the session they have been booked for only.
- If you let us know you are not able to attend your pre-booked session before the start of that session, we can transfer your booking to an alternative session subject to availability. **Please email pyo@milletfarmcentre.com BEFORE the start of the pre-booked session with 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 48 hours for any ticket amendments to be actioned.** Please note demand will be high for many sessions so we may not be able to accommodate your first-choice day and time when moving tickets.
- We are only able to make 1 change to pre booked tickets. Change of date requests must be confirmed within 2 days of a missed booking, or your booking will no longer be valid.
- 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.
- Follow the signs for the designated PYO car park (formerly the Sprouts overflow car park).
- Please arrive no sooner 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 tickets booked for that session will be guaranteed entry.
- Please note there are no toilet facilities in the fields and the nearest toilets are at the side of the Farm Shop.
- Please select your pumpkins in the field and pay for these on exit using contactless card payment. Cash cannot be accepted.
- Please only pick up the pumpkins you are planning to pay for.

- Pumpkins 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 bring your own reusable carrier bags to transport to your car. Wheelbarrows will be sanitised after each customer.
- 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, with the exception of service dogs, are allowed in the fields.
- Please follow our one-way system to and from the fields.

CONDUCT IN THE FIELDS

- Maintain a social distance between yourself and anyone not from your group, including Millets team members, at all times.
- For your safety and to prevent damage please do not climb on any of the decorative structures in the pumpkin field.
- If you finish picking before the end of your session you are free to leave 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 pumpkin patch safely.
- Anybody seen to deliberately ignore any of our Rules of Picking will be asked to leave the Farm with immediate effect.

If you have any queries or questions before your visit please do not hesitate to get in touch by emailing pyo@milletfarmcentre.com or calling 07789 442578 to speak to the PYO team.