

## MILLETS FARM CENTRE PYO TERM AND CONDITIONS - UPDATED 5th JULY 2020

### BOOKING CONDITIONS:

- Entry will be granted for up to 6 people per booking – all of whom must have purchased admission tickets and be from the same household. This includes all walking 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 do not require an admission ticket and may enter with a full paying adult but must be kept strapped into a push chair at all times during the session. This is limited to one under 2 without an admission ticket per booking. Any children under 2 who would like to be out of their pushchair and walking must be included in the 6 admission tickets booked.
- 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@milletsfarmcentre.com](mailto:pyo@milletsfarmcentre.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.**
- We are only able to make 1 change to pre booked tickets. Change of date requests must be confirmed within 2 weeks 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 fruit 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. Whilst the fruit is undercover, getting to and from the tunnels is outside. We do not take any responsibility for damage to footwear or other personal effects.
- Follow the signs for the designated PYO car park (normally the Sprouts 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.
- Having washed your hands at the hand wash station please join the queue following the social distancing markers.

- Please note there are no toilet facilities in the fields and the nearest toilets are at the side of the Farm Shop.
- Fruit must be purchased by container, on the day before entering the fields using contactless card payment. Cash cannot be accepted.
- You will be given the appropriate number of containers for the amount of fruit you have pre purchased only. Picking into any other containers is not permitted as we have no way of weighing and charging for the fruit on exiting the field. This method reduces contact between you and are team as much as possible.
- You must pick the correct fruit into the correct container and different types of fruit should not be mixed.
- You are able to bring previous Millets containers back on a later visit, providing the pre purchased fruit for that booking matches the container you are returning with.
- 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 minimum of 2 meters space between yourself and anyone not from your group, including Millets team members, at all times.
- You will be asked to pick from an allocated row – please do not duck under to change rows or enter other rows without the permission of a Millets team member.
- Keep moving through the tunnel to avoid a backlog of people building up - the best fruit is at the end of the tunnel anyway!
- Please don't try to 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.
- 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 fruit fields safely.
- Anybody seen to deliberately ignore any of our Rules of Picking will be asked to leave the Farm with immediate effect.