

## **Moel Famau Pumpkins – Terms & Conditions of Visit**

Welcome to our farm! We're delighted to open our gates to the public for seasonal events, pick-your-own experiences and family-friendly days out. To ensure a safe and enjoyable visit for everyone, please read the following terms and conditions before attending.

### **1. General Admission**

- 1.1 Entry to the farm is at your own risk and constitutes acceptance of these Terms & Conditions.
- 1.2 Opening times and event dates are subject to change due to weather or farm operations.
- 1.3 We reserve the right to close all or part of the site at short notice for safety, operational, or any reasons we may reasonably determine.
- 1.4 We reserve the right to refuse admission or ask any visitor to leave the premises at any time and for any reason, including failure to follow farm rules or behave respectfully.

### **2. Safety Notice**

- 2.1 This is a working farm with livestock and machinery. Visitors must remain in designated areas at all times and follow all signage and instructions from staff.
- 2.2 Do not enter animal enclosures or touch livestock unless under the direct supervision of a staff member.
- 2.3 Please wash hands thoroughly after contact with animals or farm surfaces and always before eating.
- 2.4 Children must be supervised by a responsible adult at all times.
- 2.5 Moel Famau Pumpkins accepts no liability for any illness, injury, loss or damage sustained as a result of failure to comply with established safety and hygiene procedures.
- 2.6 Visitors are responsible for adhering to all such protocols to ensure their own health and safety while on the premises.

### **3. Pick-Your-Own (PYO) Produce**

- 3.1 Only produce purchased at the farm may be taken off-site. Picking without paying is considered theft.

3.2 Please handle crops with care and follow any harvest guidelines provided on signs or by staff.

3.3 All produce is sold as seen. We do not offer refunds for PYO crops once picked. For further details, please refer to our refund policy.

#### **4. Children's Activities & Play Areas**

4.1 Play equipment and games are to be used at your own risk and must be used under adult supervision.

4.2 Parents and guardians are responsible for ensuring children play safely and respectfully.

4.3 The farm cannot accept liability for injuries caused through inappropriate or unsupervised use of the play areas.

#### **5. Café**

5.1 Our café serves homemade cakes, drinks and snacks. Allergen information is available on request.

5.2 Consumption of food and drink not procured on the premises are not permitted within the café seating area.

5.3 We aim to cater for common dietary requirements, but we cannot guarantee a nut-free or allergen-free environment.

#### **6. Dogs**

6.1 For the safety of visitors and livestock, dogs are not permitted on the premises, including in vehicles.

6.2 Registered assistance dogs are welcome on the premises in accordance with applicable equality and access legislation.

6.3 Assistance dogs must remain on a lead, under the full control of their handler at all times and must not be permitted to approach or interfere with any livestock or enter restricted areas.

6.4 Handlers are responsible for ensuring their dog's behaviour does not pose a risk to the safety, welfare or comfort of other visitors, staff or animals on site.

6.5 Assistance dogs must be cleaned up after promptly and handlers must take all reasonable steps to prevent their animal from urinating or defecating on or near any crops or produce.

6.6 Failure to comply with these requirements may result in the individual being asked to leave the premises, where such action is necessary to protect health, safety or the integrity of the site.

## **7. Parking**

7.1 Limited parking is available on-site for visitors.

7.2 All vehicles are parked at the owner's risk. We are not responsible for damage, theft, or loss from vehicles or car park incidents.

## **8. Bookings, Cancellations & Refunds**

8.1 If bad weather forces us to cancel an event, we will notify ticket holders via email and offer a reschedule or refund.

Some of our events require advance booking. Where payment has been made in advance, the following refund terms apply:

8.2 A full refund is available if the cancellation is made more than three days before the event.

8.3 If the cancellation is made between three days and 24 hours before the event, a 50% refund is available.

8.4 No refund is available for cancellations made less than 24 hours before the event.

## **9. Photography & Media**

9.1 We may take photographs or videos during events for use on our website and social media. Please let a staff member know if you prefer not to be included.

9.2 Visitors are welcome to take photos for personal use but must not film staff or other visitors without permission.

9.3 Professional photographers (including those attending with clients) must contact us in advance to request a photographer's pass. Entry is not guaranteed without prior approval.

## **10. Liability**

10.1 Visitors enter the premises at their own risk. The farm accepts no liability for loss, theft (including from vehicles), damage, injury or death except where required by law.

10.2 All visitors accept full responsibility for their personal safety and belongings.

10.3 Please ensure valuables are kept with you at all times.

## **11. Website Use & Access**

11.1 This website is operated by Moel Famau Pumpkins for the purpose of providing information, updates, and online bookings related to our seasonal events and farm activities.

11.2 By using this website, you agree to use it only for lawful purposes and in a respectful, non-disruptive manner.

11.3 Users must be 18 years or older to make bookings or purchases through the website.

11.4 We reserve the right to restrict access to the website or remove access to any services at our discretion, particularly in the event of misuse, suspicious activity, or violation of these Terms.

## **12. Intellectual Property**

12.1 All content on this website, including text, images, graphics, logos and branding is the property of Moel Famau Pumpkins unless otherwise stated.

12.2 This content is protected by copyright and intellectual property laws. You may not copy, reproduce, share or republish any material from this site without our express written permission.

12.3 Visitors are welcome to use website content for personal use only. Commercial use or duplication of any content without prior consent is strictly prohibited.

## **13. Changes to Services & Website**

13.1 We may update, alter, or withdraw parts of our website, services, or event offerings at any time without prior notice.

13.2 This includes (but is not limited to) changes in event dates, ticket pricing, activity availability and on-site facilities.

13.3 We aim to communicate any major changes as clearly and promptly as possible through our website and email updates.

## **14. Newsletter & Communications**

14.1 If you sign up for our newsletter, you agree to receive occasional emails about upcoming events, farm news, and special offers.

14.2 You can unsubscribe at any time by clicking the link in our emails or contacting us directly.

14.3 We will never share your contact details with third parties without your consent.

**15. Did you really make it this far?**

15.1 If you have read all our T's & C's, well done and thank you!

15.2 For taking the time to read them, have a half price drink on us. Quote "Terms & Conditions" in our little café to get your reward for sticking with it.