

Moel Famau Pumpkins – Refund Policy

Effective Date: 10/08/2025

At Moel Famau Pumpkins, we understand that plans can change. We aim to be as fair and transparent as possible when it comes to cancellations and refunds for our events and ticketed activities.

1. Valid Ticket Sales

- 1.1 Tickets are only valid if purchased directly through our official website or on the premises.
- 1.2 We do not sell tickets via any third-party websites or resellers.
- 1.3 Moel Famau Pumpkins will not honour or refund tickets bought from unauthorised sources.

2. Event Cancellations by Moel Famau Pumpkins

- 2.1 If we need to cancel an event due to bad weather, health and safety concerns, farm operations or any other circumstances we deem reasonable, we will notify ticket holders via email as soon as possible.
- 2.2 In the event of a cancellation by us, you will be offered a choice of rescheduling your booking to another available date or receiving a full refund.

3. Cancellations by You (Pre-Booked Events)

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

- 3.1 A full refund is available if the cancellation is made more than three days before the event.
- 3.2 If the cancellation is made between three days and 24 hours before the event, a 50% refund is available.
- 3.3 No refund is available for cancellations made less than 24 hours before the event.

4. Pick-Your-Own (PYO) Produce

- 4.1 All PYO produce is sold as seen.
- 4.2 We do not offer refunds for crops once they have been purchased, regardless of quality or quantity.

4.3 Please inspect crops carefully and speak to a member of staff if you have any concerns before harvesting.

How to Request a Refund

To request a refund or discuss a cancellation, please contact us at:

moelfamaumpumpkins@outlook.com

Please include your name, booking reference, the date of your visit, and the reason for your cancellation. We aim to respond to refund requests within 3 working days.

We appreciate your understanding and cooperation, and we look forward to welcoming you to the farm.