



Stage 1: Season pass holders only.

Time/Date	Opening 22 nd June 2020
Do I have to book?	Yes – pre booking is essential on our website. The farm will operate on 2 hour time slots so we can control visitor numbers in accordance with Covid guidance. We will release time slots every 2 days. We ask visitors to limit their visit to the chosen time slot, please do not attend without a booking, we cannot allow entry if you do not have a booking.
Will you be open all the time?	We are planning to open most days until the schools go back in the Autumn, please see website bookings for dates.
What will be open in Stage 1?	<p>In accordance to current government guidance the farm is able to open in a very limited capacity.</p> <ul style="list-style-type: none"> • Café ✓ For take-out drinks, ice creams & slush. • Outdoor Animal enclosures & grass areas? ✓ We are creating an activity trail for customers. • Toilets ✓ Max 1 person or family group at a time in male toilets, Max 3 people or family groups in female toilets. Please be considerate to others. • Picnic tables are not permitted in this stage. • Playgrounds/pillows: ✗ Not at this stage • Tractor/Barrel/Quads ✗ Not at this stage • Animal activities ✗ Not at this stage • Farmyard ✗ Not at this stage
How long will we operate Stage 1 for?	Government guidance changes all the time and at short notice, therefore this stage might be a few days to a few weeks. We will keep you informed. Individual items above may open up independently of others.
Should we wear face coverings?	This is entirely up to you. Our staff will be wearing different levels of face coverings according to their role, but this is your choice.
Guidance for visiting.	<ul style="list-style-type: none"> • Pass holders: On entry you must have your booking reference and your season pass card. We cannot accept copies of purchase orders as passes. If you have not redeemed and been issued your season pass card please do so immediately, following the information provided at time of purchase. Please ensure you have a season pass card before making a booking. • Due to limited staffing, we can't move slots once booked. • Card payments for purchases at the farm would be appreciated over cash at this stage. • Please do not attend the farm if you have either: a high temperature of over 37.8 degrees, have a new, continuous cough or loss or change to your sense of smell or taste. • Your visit can be up to a maximum of 2hrs, the park will need to be cleared and cleaned before the next visitors arrive.



Stage 2: Season pass holders & paying customers

Time/Date	This could be less than a week after stage 1.
Do I still have to book online?	Yes – pre booking is essential on our website. The farm will operate on 2-hour time slots so we can control visitor numbers in accordance with Covid guidance. We will release time slots every 2 days. We ask visitors to limit their visit to the chosen time slot, please do not attend if you do not have a booking.
Will you be open all the time?	We are planning to open most days until the schools go back in the Autumn, please see website booking for dates.
What will be open in Stage 2?	<ul style="list-style-type: none"> • Café ✓ or take-out drinks, ice creams and slush. Maybe we will be doing hot food by this stage if there is a demand. • Outdoor Animal enclosures and grass areas? ✓ • Toilets ✓ Max 1 person at a time in male toilets, Max 3 people in female toilets. Please be considerate to others. (this could change subject to government guidance) • Tractor/Barrel ride ? Possibly • Animal activities ? Possibly if we are given the go ahead by Defra. We are planning for some of our animal activities to take place outside for the for-seeable future and you may see us working in the background to get this set up when you visit. • Playgrounds/pillows: ✗ Unlikely • Picnic tables ✗ Unlikely • Farmyard ✗ Not at this stage
How long will stage 2 take?	This may be a lengthier stage depending on Government guidance. We will keep you informed.
Should we wear face coverings?	This is entirely up to you. Our staff will be wearing different levels of face coverings according to their job, but this is your choice.
General rules of visiting.	<ul style="list-style-type: none"> • Pass holders: On entry you must have your booking reference and your season pass card. We cannot accept copies of purchase orders as passes. If you have not redeemed your season pass card please do so immediately, following the information provided at time of purchase. • Due to limited staffing, we can't move slots once booked. • Card payments for purchases at the farm would be appreciated over cash at this stage. • Please do not attend the farm if you have either: a high temperature of over 37.8 degrees, have a new continuous cough or loss or change to your sense of smell or taste. • Your visit can be up to a maximum of 2 hrs., the park will need to be cleared and cleaned before the next visitors arrive.



Stage 3: Season pass holders & paying customers

Why the change?	Government Covid 19 restrictions have further been relaxed. We would like to move to a more normal stage of operating by mid-July.
Time/Date	Mid July would be an estimate.
Do I still have to book online?	To be confirmed, however we hope to have returned to also pay on entry. You will be able to stay as long as you like.
Will you be open all the time?	We are planning to open most days until the schools go back in the Autumn, please see website booking for dates.
What will be open in Stage 3?	<ul style="list-style-type: none"> • Café ✓ or take-out drinks, ice creams etc. We will also be doing hot food by this stage. Limited seating inside may be available. • Outdoor Animal enclosures and grass areas? ✓ • Toilets ✓ Max 1 person at a time in male toilets, Max 3 people in female toilets. Please be considerate to others. (this could change subject to government guidance) • Tractor/Barrel ride ✓ • Animal activities ✓ These will be outside. • Quads ? • Playgrounds/pillows: ? • Picnic tables ? • Farmyard ?
How long will stage 3 take?	We hope that stage three takes us to a more normal visiting day
Should we wear face coverings?	This is entirely up to you. Our staff may be wearing different levels of face coverings according to their job, but this is your choice.
General rules of visiting.	<ul style="list-style-type: none"> • Pass holders: On entry you must have your booking reference and your season pass card. We cannot accept copies of purchase orders as passes. If you have not redeemed your season pass card please do so immediately, following the information provided at time of purchase. • Due to limited staffing, we can't move slots once booked. • Card and cash payments will be welcome at this stage. • Please do not attend the farm if you have either: a high temperature of over 37.8 degrees, have a new continuous cough or loss or change to your sense of smell or taste.



Stage 4: Season pass holders & paying customers

Why the change?	Government Covid 19 restrictions have further been relaxed. We are able to move to a normal customer experience, however some minor restrictions may be still in place
Time/Date	Mid-August / September possibly sooner, possibly later.
Do I still have to book online?	On line booking and on farm admissions, booking may not be essential and you can stay as long as you like.
Will you be open all the time?	We are planning to open most days until the schools go back in the Autumn, please see website booking for dates.
What will be open in Stage 3?	<ul style="list-style-type: none"> • Café ✓ Open to sit in • Outdoor Animal enclosures and grass areas? ✓ • Toilets ✓ As normal or near normal • Tractor/Barrel ride ✓ • Animal activities ✓ These will be outside. • Quads ✓ • Playgrounds/pillows: ✓ • Picnic tables ✓ • Farmyard ✓
Should we wear face coverings?	This is entirely up to you.
General rules of visiting.	<p>Pass holders: Please ensure you have your pass on entry to the farm.</p> <p>Please do not attend the farm if you have either: a high temperature of over 37.8 degrees, have a new continuous cough or loss or change to your sense of smell or taste.</p>