

# Annual passes at Manor Farm Park & Woodlands

## Terms and conditions of use

1. By purchasing an annual pass for Manor Farm Park & Woodlands it is understood you accept these terms and conditions. It is also understood you agree to the legitimate collection and processing of a range of personal data as outlined, so that we can properly perform our contract with you. Manor Farm Park & Woodlands is committed to protecting your privacy and we will use your contact information only for the purpose of communicating relevant information, such as membership benefits, expiry/renewal notifications and changes to terms and conditions.
2. When purchasing an annual pass for a child, it is understood you are acting as the parent or guardian and that consent is given for the processing of personal data in respect of said child.
3. All correspondence will be sent to the lead member using the details provided on the original application. If these details change, please contact the farm. The lead member is the only person entitled to make changes to the membership.
4. Annual pass holders are entitled to come onto the farm free of charge during usual opening hours **only when a valid pass is presented at the main entrance**. Any excluded events and offers will be listed on our website [www.manorfarm.info](http://www.manorfarm.info). These include, but are not limited to, pre-bookable events such as children's visits to Santa during Christmas events, Forest School, Woodland Stay & Play sessions and Animal Experiences.
5. Visitors under 16 years of age must be accompanied by an individual 18 years of age or over. When applying for a Child Membership, an adult's name and address must be supplied for all correspondence.
6. The farm park and woodlands closes annually between Christmas and New Year.
7. Photographs of all members included on the annual pass will be held on our system for authorisation on entry. All images will be stored securely on our IT system and will be used only for the purpose of verification.
8. Failure to present a valid annual pass will result in a charge of the 'on the day' admission price to gain entry to the farm park and woodlands.
9. Lost annual passes should be reported to the farm immediately. In the event a replacement card is issued, an administration fee of **£5 per card** will be payable.
10. Annual passes cannot be used in conjunction with any promotional offer or voucher.
11. Annual passes remain the property of Manor Farm Park & Woodlands and can be withdrawn in the event of fraud and misuse. This includes, but is not limited to, allowing a third party to attempt to gain access to Manor Farm Park & Woodlands using an annual pass on which they are not listed as a valid annual pass holder.
12. Annual passes are non-transferable and non-refundable and cannot be sold or given away to a third party. Names and images on an annual pass cannot be changed.

*We reserve the right to make changes to these terms and conditions as necessary. Please see website for latest version.*

Updated April 2021

