

Purchasing a Membership at Manor Farm Park & Woodlands

Terms and conditions of use in 2023

1. By purchasing a Membership for Manor Farm Park & Woodlands it is understood you accept these terms and conditions.
2. 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. By purchasing a Membership, it is 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. 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.
3. Memberships are available for anyone aged two years old or above. When purchasing a Membership 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.
4. 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.
5. Membership cards remain the property of Manor Farm Park & Woodlands and can be withdrawn in the event of fraud and misuse.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 a Membership Card on which they are not listed as a valid Member.
6. Names and images on a Membership cannot be changed. Memberships and Membership cards are non-transferable and non-refundable and cannot be sold or given away to a third party.
7. If you need to make changes to your Membership, an **administration charge of £10 will be payable**.
8. Lost Membership cards should be reported to the farm immediately. In the event a replacement card is issued, an **administration charge of £5 per card will be payable**.
9. If the farm, or any part of the farm park and woodlands, is forced to close because of circumstances beyond our control, memberships will not be refunded.

Using your Membership

10. The farm park and woodlands **closes annually between Christmas and New Year**.
11. Membership cards can be used **only when a visit is pre-booked via our website and a valid membership card is presented at the main entrance**.
12. Failure to present a valid Membership card will result in a charge of the 'on the day' admission price to gain entry to the farm park and woodlands.
13. Visitors aged 17 years and under must be accompanied by an individual who is 18 years of age or over. When applying for a Child Membership, an adult's name and address must be supplied for all correspondence.
14. Membership cards can be used to gain entry to the farm park when our Easter and Halloween events are running, **subject to a booking being made in advance**. Members who wish to take part in any seasonal events we are running during those times, will be asked to pay a **supplemental charge** when booking.
15. Membership cards **cannot be used to gain entry to the farm park and woodlands when our Christmas event is running**. Discounts may be made available to our Members for entry on those dates but these are not guaranteed.
16. Memberships cannot be used for birthday parties, school trips or in conjunction with any promotional offer or voucher.
17. We reserve the right to, without notice, alter our opening times and to run events throughout the year which are not covered by a Membership.

