



## Thank you for choosing willow tree family farm

Please read the following terms and conditions before making a booking. If a booking is made, then it is taken as the terms and conditions have been read and accepted. It is your responsibility to communicate this information onto others involved in the visit. Annual and Corporate passes cannot be used in conjunction with our school packages.

**How to Book** Please e-mail [david.anthony@willowtree-farm.co.uk](mailto:david.anthony@willowtree-farm.co.uk) or send in a submission on our website to check availability of your desired visit date. School visits do not take place during Nottinghamshire and Derbyshire school holidays. Once you have made a provisional booking, please then complete and return the booking form. Once the booking form has been received an invoice will be sent for the full amount. The farm opens at 10am, so please aim to arrive around this time.

**Cancellations** We do not take deposits, however please note if booked visits are cancelled or amended within 28 days of your visit, then you will still be charged in full for them. Once the date is confirmed this cannot be amended or changed for an alternative date. No refunds will be given for reduced numbers that change prior to your visit. Any additional adults or children will need to be paid for upon arrival. ( cash or card )

**Payments** ALL PAYMENTS MUST BE PAID FOR IN FULL BEFORE YOUR VISIT. If you are paying by cheque or BACS this needs to have cleared 5 working days before your visit. We reserve the right to refuse admission if payment has not been paid before your visit.

**Visit Information** Please read the farm Risk Assessment. If you wish to visit the centre prior to the booking date to make your own risk assessment please email [david.anthony@willowtree-farm.co.uk](mailto:david.anthony@willowtree-farm.co.uk) to arrange this.

**School Pre Visit** To visit the farm prior to the school trip, Please note 1 teacher per class will be admitted free of charge. Photo ID is required upon arrival. Pre-visits are not available on bank holidays, or event weeks.

**Food** Designated indoor areas will be reserved for packed lunches. Drinks and snacks are available to purchase from the Café. The Café is also able to cater for all requirements however we will need prior notice for special requests or large groups.