

Farmer Palmer's Terms and Conditions July 2026 **FINAL**

Definitions

In these Terms and Conditions, the following words have the meanings set out below. Words in the singular include the plural and vice versa where the context requires.

"Bolt-on" means any additional extras or merchandise available to purchase during the online ticket booking process. This includes, but is not limited to, Dinosaur Roar packs and T-Shirts)

"Booking" means any booking or reservation made with us for admission, an event, a Birthday Party, a Group Booking, a Pass-holder visit or any other service offered by Farmer Palmer's.

"Booking Confirmation" means the email or other written confirmation issued by us confirming the details of a Booking.

"Booking Form" means the Group Booking form made available on our website or supplied by us for completion by a Group Organiser.

"Customer", "you" and "your" mean the person who makes a Booking, purchases a Ticket, Pass or Voucher, or uses the Site and, where the context requires, the people included in that person's Booking.

"Farm Park" means Farmer Palmer's Farm Park at Wareham Road, Organford, Poole, Dorset, BH16 6EU, including its attractions, play areas, animal-contact areas, restaurant, shop and other visitor facilities.

"Force Majeure Event" means an event beyond the reasonable control of the affected party which prevents or materially delays performance of the Booking, including severe weather making operation unsafe, flood, fire, epidemic or pandemic, war, terrorism, civil disorder, government action or restriction, widespread failure of utilities or transport networks, or another comparable emergency.

"Group Booking" means a pre-arranged visit accepted by us as a group booking under section 23 for a minimum of 20 people, made up of adults, children or a combination of both.

"Group Organiser" means the person or organisation making a Group Booking and acting as the main contact for the group.

"Materials" means the text, images, graphics, downloads, software and other content made available through the Site.

"Pass" means an annual pass, seasonal pass or other membership product issued by us and subject to the applicable Pass terms.

"Site" means farmerpalmers.co.uk and any Farmer Palmer's booking or shop subdomain operated by or on behalf of us.

"Special Event" means an event, experience or activity identified by us as having separate admission, booking requirements or additional terms.

"Ticket" means a paid admission or event ticket issued by or on behalf of us.

"Voucher" means a gift voucher, promotional voucher, discount code or other voucher issued or accepted by us, subject to the terms applicable to that Voucher.

"we", "us", "our" and "Farmer Palmer's" mean Farmer Palmer's Farm Park Limited.

1. Website

By accessing this site (farmerpalmers.co.uk), you are agreeing to be bound by these terms and conditions, all applicable laws and regulations, and agree that you are responsible for compliance with any applicable local laws. If you do not agree with any of these terms, you are prohibited from using or accessing this site. The materials contained in this website are protected by applicable copyright and trademark law of the United Kingdom.

2. Use License

Permission is granted to temporarily download one copy of the materials (information or software) for personal, non-commercial transitory viewing only. This is the grant of a license, not a transfer of title, and under this license you may not:

- Modify or copy the materials;
- Use the materials for any commercial purpose, or for any public display (commercial or non-commercial);
- Attempt to decompile or reverse engineer any software contained on this service;
- Remove any copyright or other proprietary notations from the materials; or
- Transfer the materials to another person or “mirror” the materials on any other server.

This license shall automatically terminate if you violate any of these restrictions and may be terminated by us at any time. Upon terminating your viewing of these materials or upon the termination of this license, you must destroy any downloaded materials in your possession whether in electronic or printed format.

3. Disclaimer

The materials provided by this site are on an ‘as is’ basis. We make no warranties, expressed or implied, and hereby disclaims and negates all other warranties including, without limitation, implied warranties or

conditions of merchantability, fitness for a particular purpose, or non-infringement of intellectual property or other violation of rights.

Further, we do not warrant or make any representations concerning the accuracy, likely results, or reliability of the use of the materials on its website or otherwise relating to such materials or on any sites linked to this site.

4. Limitations

In no event shall we or its suppliers be liable for any damages (including, without limitation, damages for loss of data or profit, or due to business interruption) arising out of the use or inability to use the materials for this site, even if we or one of our authorised representatives has been notified orally or in writing of the possibility of such damage. Because some jurisdictions do not allow limitations on implied warranties, or limitations of liability for consequential or incidental damages, these limitations may not apply to you.

5. Accuracy of materials

The materials appearing on this site could include technical, typographical, or photographic errors. We do not warrant that any of the materials for this Service are accurate, complete, or current. We may make changes to the materials contained on its website at any time without notice. However, we do not make any commitment to update the materials.

6. Links

We have not reviewed all of the sites linked to the farmerpalmer.co.uk website and we are not responsible for the contents of any such linked site. The inclusion of any link does not imply endorsement by us or this site. Use of any such linked website is at the user's own risk.

7. Modifications

We may revise these terms of service for this site at any time without notice. By using this service, you are agreeing to be bound by the then current version of these terms of service.

8. Governing Law

These Terms are governed by the laws of England and Wales. If you are a consumer resident elsewhere in the United Kingdom, you will retain any mandatory rights and protections available to you under applicable law and may be entitled to bring proceedings in the courts applicable to where you live.

9. Your commitment to us:

When you confirm your purchase, you are accepting that these terms and conditions form the basis of any contract between Farmer Palmer's Farm Park Ltd and yourself.

No contract exists between you and Farmer Palmer's Farm Park Ltd for the sale of any tickets until we have received and accepted your order and received payment in full. Once cleared funds are received, there is a binding contract between us.

10. Prices

The description and price of tickets will be displayed on the Farmer Palmer's Farm Park Ltd. website at the time you place your order. Prices are in UK Sterling and inclusive of any applicable taxes – there are no surcharges whatsoever. Once you have paid, we will not increase the price of your tickets.

Prices displayed on the website or bookings site are subject to change without notice. We accept most major credit and debit cards in partnership with our payment gateways.

11. Online Security

To ensure that your online shopping experience is secure, your credit/debit card details will be encrypted on a secure server to minimize the possibility of someone being able to read them as they are sent over the Internet. Please also read our website terms and conditions and privacy policy for further information on the protection of your data supplied to us in the course of using or transacting via our website.

12. Limitation of Liability

Nothing in these Terms excludes or limits our liability where it would be unlawful to do so, including liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.

Subject to the above, Farmer Palmer's will not be responsible for losses that were not reasonably foreseeable when the contract was made, or for business losses suffered by a consumer.

The limitation on any exclusion from liability contained in these conditions shall be subject to the provisions of section 2(1) of the Unfair Contract Terms Act 1977.

Farmer Palmer's Farm Park Ltd will not be liable in any amount for failure to perform any obligation under this agreement if such failure is caused by the occurrence of any unseen event beyond its reasonable control or act of Force Majeure including without limitation, Internet and Communication outages, fire, flood, war, pandemic, or act of God.

13. Severance

If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck out, and the remaining provisions shall remain in force.

14. Online Booking

Once purchased, online tickets may not be used in conjunction with any other offer. No ticket may be resold. We reserve the right to refuse entry to late arrivals. Any discounts or offers on-line are available for limited quantities and periods only and shall not be available on bookings made by phone or in person.

Prices are correct at the time of going to press and are subject to change without notification.

14.1 Admission Tickets

Purchasing Admission Tickets Online

IMPORTANT: Please read all the following information in full before purchasing tickets to visit Farmer Palmer's Farm Park.

Please familiarise yourself with the following terms and conditions BEFORE proceeding with your transaction and completing checkout. Continuing with your transaction constitutes acceptance of all our terms and conditions.

Play areas and attractions that are open/closed are subject to change.

1. The booking is valid for the date and session stated on your confirmation booking only. If you visit without a pre-booked ticket, you will be charged the full 'gate price', and there is no discount available.
2. The booking is valid for the named person only. If you wish to transfer the booking into someone else's name, please email us via shop@farmerpalmers.co.uk.
3. You must show (digitally or on paper) a copy of your confirmation booking on arrival at the desk for the team to scan your barcode. If the barcode is not on the email, please open the PDF.
4. There are a restricted number of tickets available to reserve per session. Tickets are reserved on a first-come, first-served basis. We reserve the right to refuse entry on health and safety grounds if tickets are not pre-booked and we are at capacity.
5. Farmer Palmer's requires at least 72 hours' notice for any changes. If you wish to change the date/session, please email shop@farmerpalmers.co.uk with the information stated on the confirmation email.
6. Tickets are non-refundable. We cannot refund tickets due to bad weather.
7. Refunds will only be given in exceptional circumstances, and the management reserve the right to allow refunds at their discretion only.

8. If you are no longer able to attend, please let our team know by emailing shop@farmerpalmers.co.uk

9. Should we be forced to close due to circumstances beyond our control, we will attempt to transfer your booking to a mutually agreed date in the future. Refunds will not be provided except for exceptional circumstances and subject to management agreement.

10. All prices are subject to change without any notice.

11. Farmer Palmer's Farm Park is continually replacing and improving equipment, attractions, facilities, and introducing new ones. In line with this, we reserve the right to withdraw any attraction or to close part of/the entire Park at any time, without prior notice or compensation.

12. The management reserve the right to alter or withdraw any promotion offered to tickets at any time, without prior notice.

13. All visitors must follow and obey all Farm Park Health & Safety regulations and guidelines. In failure to do so, you could be asked to leave the farm park without a refund

14. All children under the age of 16 years must be accompanied by a parent/guardian who accepts all responsibility for their supervision whilst using the Farm Park.

15. All "bolt-on" extras (such as but not limited to Dinosaur packs, T-Shirts and other merchandise available to purchase during the booking process) are subject to availability. We sell these products in many areas of the farm park.

16. Please enter ALL of your information correctly, even if paying through PayPal.

17. By purchasing tickets, you agree to Farmer Palmer's processing of your data in line with the General Data Protection Regulations (GDPR) and our Privacy Policy. We use booking information to administer reservations, provide services, process payments, communicate important information relating to bookings and meet our legal obligations.

Where required, marketing communications will be sent in accordance with applicable data protection and electronic marketing laws. You may unsubscribe from marketing communications at any time.

Please read Farmer Palmer's Privacy Policy (found at farmerpalmers.co.uk/privacy-policy)

20. Farmer Palmer's may not be able to honour all requests.

Admission Confirmation Emails: Further Information

It is strongly recommended that you pre-book tickets before you arrive.

- For opening times and prices, please see our main website times and prices page.
- We suggest you book at least 3 days in advance as we anticipate tickets to sell out fast. Please enter ALL of your information, even if paying through PayPal.

Admission Booking Cancellations, Ticket Changes & Refunds

Cancellations

- If you wish to cancel your booking, you will be required to email our admin team at shop@farmerpalmers.co.uk.
- We require 72 hours' notice.
- Refunds are given in certain circumstances at the manager's discretion, but our policy is to swap dates.

Ticket Changes

- We require at least 72 hours' notice for any ticket date changes.
- To swap your ticket to another date, please email shop@farmerpalmers.co.uk with:
Full Name:
Date of Visit:
New Date to Visit:
New Session:
Phone Number:

- Date change is subject to availability and must be within 28 days of your original order date, except for unique circumstances subject to manager approval. We cannot guarantee that we can change the date of your visit to your preferred date, but we will make reasonable efforts to do so.

Refunds Policy

- If you are charged shipping on your tickets please email shop@farmerpalmers.co.uk, we will be able to refund shipping if your device accidentally adds this due to your present settings.
- In the event of a closure due to circumstances beyond our control, if refunds are offered, they will be given less any card payment provider fees.

Using your Online Ticket to Farmer Palmer's Farm Park

- Please print your ticket or save it on your smartphone and bring it with you as proof of purchase with the barcode clearly visible. You may also need the debit/credit card you used for the online transaction.
- Children under 16 must be accompanied by an adult to be permitted entry to Farmer Palmer's Farm Park.

14.2 Pass Holder Reservations

Reserving your Pass Holder Space Online

IMPORTANT: Please read all the following information in full before reserving your space to visit Farmer Palmer's Farm Park.

Please familiarise yourself with the following terms and conditions before proceeding with your reservation. By continuing with your transaction, you constitute acceptance of all our terms and conditions.

1. All visits require pre-booking. Visits must be reserved using the online system and are subject to availability.

2. The reservation is valid for the date and session stated on your confirmation booking only. Please do not visit without a valid reservation.
3. You must show (digitally or paper) a copy of your confirmation booking on arrival at the desk or your annual pass card(s)/key fob(s).
4. There are a restricted number of tickets available to reserve per session, these are split between pass holder spaces and non-pass holder spaces. Tickets are reserved on a first-come, first-served basis. Pass Holders are not automatically entitled to a reservation. Visits must be reserved using the online system and are subject to availability. We advise you to reserve at least 48 hours in advance. We reserve the right to refuse entry on health and safety grounds if you have not pre-booked and we are at capacity.
5. If you wish to cancel or change the date/session of your visit, please log into your account.
6. If you are no longer able to attend and you do not cancel your reservation, you may incur a penalty.
7. Pass refunds will only be given in exceptional circumstances and the management reserve the right to allow refunds at their discretion only.
8. Farmer Palmer's Farm Park is continually replacing and improving equipment, attractions, facilities, and introducing new ones. In line with this, we reserve the right to withdraw any attraction or to close part of/the entire Park at any time, without prior notice or compensation.
9. Should we be forced to close due to circumstances beyond our control, we regret bookings cannot be carried forward or refunded.
11. All visitors must follow and obey all Farm Park Health & Safety regulations and guidelines. In failure to do so, you could be asked to leave the farm park without a refund.
12. Farmer Palmer's reserves the right to change or amend their opening hours at any time. Opening and closing times will be displayed on the website, which we aim to keep as up to date and accurate as possible. We will not be held liable for any last minute changes or inaccuracies in opening and closing hours displayed on the website.

13. All children under the age of 16 years must be accompanied by a parent/guardian who accepts all responsibility for their supervision whilst using the Farm Park.

14. All prices are subject to change.

15. All “bolt-on” extras are subject to availability. We sell these products in many areas of the farm park.

16. It is your responsibility to ensure ALL of your information is correct. If anything is incorrect, please email our passes team at passes@farmerpalmers.co.uk with the correct information. Our team will update.

17. If required by the Government, we must hold correct information for Track and Trace, we must keep track of everyone who has visited the farm park in the last 21 days. This is in accordance with Government guidelines.

18. By reserving, you agree to Farmer Palmer’s processing of your data in line with the General Data Protection Regulations (GDPR). For example, THIS WILL ENABLE EMAILS. You can unsubscribe from marketing emails at any time. Please read Farmer Palmer’s Privacy Policy (found at farmerpalmers.co.uk/privacy-policy) and terms and conditions (found at farmerpalmers.co.uk/terms-conditions).

19. We are not able to honour all requests.

Account log in – bookings.farmerpalmers.co.uk

Pass Holder Reservation Further Information

PLEASE DO NOT VISIT WITHOUT A RESERVATION – we are sorry, but we will not allow anyone into the farm who has not pre-booked.

- For opening times and prices, please see our main website times and prices page.
- We suggest you reserve at least 3 days in advance as we anticipate spaces to fill up fast. Please ensure all your information is correct.

- Tickets can be reserved by signing into your Customer Account here: <https://bookings.farmerpalmer.co.uk/?returnUrl=portal>
- You will need your email address and password (you can reset it if you have forgotten it)

Pass Holder Reservation Cancellations, Reservation Changes & Refunds

Cancellations

- If you wish to cancel your booking, it is your responsibility to do so and play fair.
- To cancel the reservation, visit your customer account via this link: <https://bookings.farmerpalmer.co.uk/?returnUrl=portal>
- We are tracking all no-shows. If you are unable to visit, make sure you cancel your reservation to ensure you do receive a penalty.

Reservation Changes

We totally understand plans change, but the sheer volume of requested ticket changes has become unsustainable. Therefore, we need to remind customers that you enter into an agreement with us to come, and it is unfair to take the spaces others may want.

- To change your visit, please log into your account at bookings.farmerpalmer.co.uk
- Firstly, you need to check the new date and session are available.
- Then you will need to cancel your current reservation/s. Once you have cancelled, you can then reserve the new date and session.

Refunds Policy

Refunds do not apply to pass holder reservations.

14.3 Purchasing a New or Renewal Pass Online

IMPORTANT: Please read all the following information in full before purchasing/renewing a Pass to Farmer Palmer's Farm Park.

Terms of Sale and Shipping

New passes to Farmer Palmer's will be created within 3-7 days of receipt of online purchase clearing our SagePay or Paysafe Gateway to our WorldPay account.

Passes will be created and waiting for the customer to collect at Farmer Palmer's reception on their first visit.

Proof of address verification and our email receipt will be required before release.

We reserve the right to withhold passes if full payment is not received into our bank.

Farmer Palmer's Passes have their own Terms and Conditions, which are signed at the time of purchase and are binding.

15. Annual Passes: Terms and Conditions

Please familiarise yourself with the following terms and conditions BEFORE purchasing your Pass. Purchasing a pass constitutes acceptance of all our terms and conditions.

1. The pass is valid for 12 months from the date of purchase; it will then need to be renewed annually to ensure continued unlimited entry. If you are purchasing a 2-year-old pass, it will become due for renewal on your child's 3rd Birthday as a Child Pass.
2. When your pass expires, you will need to renew within 30 days of the expiry date to receive/qualify for the renewal discount. After 31 days, your renewal will default to the on-the-gate renewal price.
3. Our computer must hold a current corresponding photograph of the named pass holder, which will be checked upon entry. This is stored securely on our system to ensure your card is not used by other people. Failure to permit photographs may void your membership and no refund will be given.

4. Please note the dates of our winter shutdown. Please see our website for dates.

5. Passes are barcoded and can be used by the registered individual ONLY. Passes are NON-TRANSFERABLE. The pass cannot be used in conjunction with any other offer or named events that are run by Farmer Palmer's Farm Park or any other outside organisations unless expressly mentions in the offer's terms and conditions.

6. Farmer Palmer's Farm Park is continually replacing and improving equipment, attractions, facilities, and introducing new ones. In line with this, we reserve the right to withdraw any attraction or to close part of/the entire Park at any time, without prior notice or compensation.

7. Should we be forced to close due to circumstances beyond our control, we regret memberships cannot be extended or refunded.

8. The management reserve the right to alter or withdraw any promotion offered to pass holders at any time, without prior notice.

9. Pass holders must follow all Farm Park Health & Safety regulations and guidelines.

10. All children under the age of 16 years must be accompanied by a parent/guardian who accepts all responsibility for their supervision whilst using the Farm Park.

11. The pass remains the property of the Farmer Palmer's Farm Park and can be withdrawn at the Management's discretion.

12. An Annual Pass bought at the beginning of a visit will include your day's entrance.

13. All prices are subject to change without prior notice.

14. Passes cannot be purchased with any discount voucher.

15. When you renew your pass, please keep your original pass. Replacement passes will cost £1.00 each.

16. Refunds will only be given in exceptional circumstances, and the management reserves the right to allow refunds at their discretion only.

17. Child data will be handled, processed, and stored under the same conditions as adult data. For children aged under 13 years old, consent is provided by you; the parent/guardian/purchaser when signing this form.

18. By purchasing this pass, you agree to Farmer Palmer's processing of your data in line with the General Data Protection Regulations (GDPR). For example, you may receive automatic renewal reminders from time to time. You can unsubscribe from marketing emails at any time.

19. Renewals are not an automatic right. Farmer Palmer's reserves the right to refuse renewals or set limits to the number of passes in circulation

20. Pass Holders are not automatically entitled to a reservation; visits must be reserved using the online system and are subject to availability. All reservations are on a first come first serve basis.

21. We reserve the right to close for a short period of time for event preparation, without any prior notice.

22. Farmer Palmers reserves the right to change or amend their opening hours at any time. Please check our [times and prices page](#), which we aim to keep as up to date and accurate as possible. We will not be held liable for any last-minute changes or inaccuracies in opening and closing hours displayed on the website.

17. Online Bookings

In addition to the Standard Terms & Conditions, the purchase of online tickets or the making of an online booking is subject to the acceptance of the following additional terms and conditions.

1. Tickets/Annual Passes/Birthday Bookings etc purchased online are issued in the form of a confirmation email. You will be asked to present your email (including the booking reference) to gain admission. We will cross-reference with our bookings list. Failure to do so may result in refusal of admission for which Farmer Palmer's cannot be held responsible. Our Designers/Approved Third Parties provide the platform for this transaction, but your purchase and contract are made directly with Farmer Palmers, who are responsible for resolving any issues with you. If you do not receive

a confirmation email within 24 hours you should contact Farmer Palmers prior to your visit.

2. Whilst the Management has been assured of the secure nature of all online payment providers, they are unable to take responsibility for the loss of money through any transaction which remains at the risk of the customer.

3. It is your responsibility to check your booking prior to your visit and contact Farmer Palmers immediately if there is a problem, as mistakes will not be rectified on arrival.

4. Entry will only be permitted on the production of a valid booking confirmation email.

5. Individual admission tickets that may be purchased online are valid for one use only unless specified differently. They will be date-specific (unless stated on the booking). Refunds for admission tickets purchased online will not be issued except where Farmer Palmer's has been forced to close for an extended period of time due to Events Outside Our Control or Management Decision.

6. The number of people in your group, and their respective ages, will be checked on arrival to Farmer Palmer's against those on the booking confirmation. Any discrepancies will require the difference to be paid on entrance or entry will be refused.

7. Refunds cannot be given for date-specific online bookings (Birthday Parties and Christmas Bookings) unless Farmer Palmer's has been forced to close on the specific date. In the event of a closure due to circumstances beyond our control, if refunds are offered, they will be given less any card payment provider fees. Alterations to the date of a date-specific booking will be made subject to availability and the payment of any extra charges that may result from the change of date. Where a date-change results in a net fall in the cost of the booking, a refund will not be made.

8. The number of people in your group, and their respective ages, will be checked on arrival to Farmer Palmer's against those on the booking

confirmation. Any discrepancies will require the difference to be paid on entrance or entry will be refused.

9. Farmer Palmer's is unable to offer refunds for members of your group that do not attend. Where you are unsure of numbers, we advise you to book for the minimum number required for the specific booking and add to the booking nearer the date.

In certain circumstances, Farmer Palmer's may offer an alternative product of similar value when a date-specific booking has been cancelled. This is done entirely at the discretion of the management.

10. Any bookings purchased in error will not be refunded but offered an alternative date within 28 days with a 50% charge.

11. Online bookings cannot be used as part of any marketing, media or sales promotion, whether commercial or non-commercial, without the prior written consent of Farmer Palmers.

12. The registered address and details of the Cardholder must match exactly the booking or payment will not be processed.

18. Redemption of any and all offers. Events/Discount Vouchers & Special Offers (subject to availability)

In addition to the Standard Terms & Conditions.

Offers, Vouchers, and Promotions may not always be available.

Offers are individually specific only, positioned as a method to test the medium in which it was placed for future, cost-effective, advertising purposes.

Please read these terms and conditions carefully and make sure that you understand them before acting upon any valid offer you have proof of.

1. You should understand that by trying to redeem any offer you agree to be bound by these terms and conditions. You should print a copy of these terms and conditions for future reference.

2. If you do not agree to abide by the above, please do not attempt to

redeem any offer.

3. By accessing and using this service, you accept and agree to be bound by the terms and provisions of this agreement. Any attempted participation in an offer will constitute acceptance of this agreement.

4. We accept a variety of discount vouchers placed by our marketing team.

5. Only one voucher can be redeemed per specified transaction (via email or in-person)

6. 2 for 1, 3 for 2 and other similar discount offers will be the cheapest product or service free

7. Vouchers can only be used against standard admission/products, as specified, and cannot be used with any other voucher or offer

8. Admission Voucher/Discount offers cannot be used against; Birthday parties, Membership, Full Father Christmas Experience, Food, Gifts, or purchasing of any other items whilst in the park unless specifically named to be able to do so.

9. Farmer Palmer's Gift Vouchers are the only exception to rule 9. To redeem any printed offers placed by Farmer Palmer's Farm Park, at our reception, the customer must bring in the stated version of the publication/voucher. i.e printed copy

10. To redeem any offer, we will state how it will be redeemed. Expiry dates must be adhered to.

11. Farmer Palmer's reserves the right to cancel a promo code/offer/ discount at any time

12. Farmer Palmer's reserves the right to cap the number of redemptions/ entries in any one day or postpone the code/offer/discount/ticket in any event outside their control.

13. Farmer Palmers reserves the right to offer an alternative offer (to a similar value) to be used on another occasion.

14. Events Outside Our Control – Farmer Palmers will not be liable or responsible for any failure to perform any of our obligations under these Terms that is caused by an Event of Force Majeure, such as weather, fire, flood, closure due to Government regulations, storm, terrorism, or Act of God.

15. If an Event Outside Our Control or restrictions are put upon the Farm Park we reserve the right to defer acceptance of these free/discounted

entry items to a future date.

16. There is no indication to treat or legal obligation to supply.

17. The company reserves the right to change these conditions from time to time as it sees fit, and your continued use of Farmer Palmer's will signify your acceptance of any adjustment to any offers.

19. Vouchers

Vouchers must be presented to redeem any offer. Unless otherwise stated in the Voucher or required by law, the following additional terms apply to all Vouchers:

1. No cash exchange for any Voucher;
2. No change, cashback, or credit will be issued for a Voucher, except as required by law;
3. Vouchers cannot be combined with any other coupons or promotions unless otherwise noted on the Voucher;
4. Farmer Palmers is not responsible for lost or stolen Vouchers or Voucher reference numbers.
5. Vouchers are issued to you personally and duplicate use, sale or trade of a Voucher is prohibited.

19.2 Online Vouchers

Please familiarise yourself with the following terms and conditions before purchasing your Online Gift Voucher. Purchasing an Online Gift Voucher constitutes acceptance of all our terms and conditions.

1. Vouchers cannot be exchanged for cash or be re-sold.
2. No change or refunds are given.
3. Value of purchase will be deducted from the card balance. Any remaining balance (if any) will remain on the voucher.
4. If the value of the goods is more than the balance on the voucher, you must pay the difference.
5. Lost vouchers codes cannot be re-issued.
6. All vouchers are valid for 1 year from the date of purchase.

7. Vouchers cannot be used towards any extra/special events unless expressly mentioned on the voucher or in its terms and conditions, which may be on our website.
8. Online gift vouchers cannot be redeemed for purchases on-site, these are only to be used for goods/admission/annual passes purchased via Farmer Palmer's website.
9. Online gift vouchers cannot be used in conjunction with any other offers or promotions.

19.5 Facebook Promotions & Special Offers

1. Offers only valid for fans of our Facebook page (<https://www.facebook.com/FarmerPalmersFarmPark>)
2. Any offer must be collected by clicking the offer button on our Facebook page.
3. Facebook offers can only be redeemed in person.
4. Proof of collected offer must be shown at the time of purchase/admission
5. Only one offer per Facebook follower proving the above. We reserve the right to request payment if we feel this is not being adhered to.
6. Offer must be redeemed in person within the dates specified.
7. Each offer will have its own Terms and Conditions in addition to our Standard Terms and Conditions

20. Competitions

Please read this section carefully, by entering a competition we assume you agree to these terms and conditions

1. Entrants must be aged 18+
2. Winners are drawn at random unless otherwise stated or specified by the nature of the competition
3. Winners will be announced on our Social Media and/or Website (unless otherwise stated)
4. Winners will be contacted via the email address they provide when entering the competition (unless otherwise stated)
5. Closing dates will be announced on the Competition Information, we

reserve the right to change closing dates.

6. Prizes cannot be exchanged for another prize or cash alternative.
7. Prizes cannot be transferred to another person.
8. Personal data provided to enter a competition will be used to administer the competition, contact winners and fulfil prizes, in accordance with our Privacy Policy. Where entrants are given the option to receive marketing communications, this choice will be managed separately.
9. The personal data you provide when entering a competition will be handled in line with the General Data Protection Regulations. Please read our Privacy Policy.
10. If a prize is no longer available, we reserve the right to replace it with a different prize.
11. We reserve the right to amend these rules at any time
12. Additional/alternative rules may be applied to specific competitions

21. Offers

1. At times, we may offer deals on admission, birthday parties, memberships, and other services. These will be date restricted.
2. These offers can be for any date/s of our choosing throughout the calendar year of placement.
3. We reserve the right to hold back notification of special offers to a date of our choosing.
4. Any offer like this will not be honoured after the end date.
5. Other offers may be made on the same product or service at various intervals throughout the year.
6. Offers will not necessarily be the same each time.
7. We reserve the right to change, remove or void any offer.
8. Anything purchased using an offer cannot be refunded.
9. Offer may only be valid with valid proof of stay/membership/advert etc. i.e. caravan key, booking, ID badge etc. This will be subject to the specific offer and expressly stated.
10. Cannot be used in conjunction with any other offer, voucher or discount
11. Valid for families staying at holiday accommodation listed in that year's in-house Advertising File.
12. We have the right to withdraw this facility at certain times of the year

13. In an Event of Force Majeure or should restrictions put upon the Farm Park, we reserve the right to defer acceptance of these free/discounted entry items to a future date. We have taken advice and this is more than reasonable.

14. Offers may be redeemed by bringing in a mailed voucher/promotional material, printing an email or showing the downloaded offer on a smart phone. This will be specified in the specific terms and conditions of any offer. We also recommend you read through our Privacy Policy as we may collect your data for marketing purposes when you sign up to receive an offer/promotion. These can be found here:

<https://farmerpalmers.co.uk/privacy-policy/>

22. Birthday Parties Terms and Conditions (subject to availability)

In addition to the Standard Terms & Conditions

1. Party bookings are for a minimum of 8 children and a maximum of 25. All parties must be pre-booked online.
2. In the future we may at times accommodate larger parties. This needs to be discussed over the phone and cannot be booked online.
3. Deposit required is equivalent to a minimum number of children (8) children is required upon booking
4. The deposit is non-refundable unless the Farm Park is forced to close for any reason i.e. adverse weather conditions.
5. Any outstanding balance must be paid for on arrival.
6. You are entitled to 1 FREE adult per party child.
7. Any additional children or adults that are not directly invited to the party, e.g. siblings, parents, grandparents... will be charged at the standard admission price. Please ask them to pre-book online via our website (they can not just show up). The admission price does not include party food or party bags. We recommend you book additional children into the party as our team will not be able to add last-minute items.
8. Adult food is not included in any of the Party Package unless requested

to the Restaurant Manageress at least 4 weeks in advance of the party. On the day, please pop up to the counter and our team will serve you. You may set up a tab to be settled in the restaurant before you leave.

9. Birthday parties cannot be booked on Special Event Days (some exceptions may apply). In the event your party is booked on an event day; Farmer Palmer's reserves the right to move the booking to an alternative date.

10. Party rooms are allocated for 1 hour from your booked eating time, your food will be served at the booked time.

11. Farmer Palmers will supply a team member to serve your meal. They will deliver the food, squash, ice cream, party bags and oversee the singing and blowing out of candles on your "presentation cake". They are not provided to supervise the party.

12. Our party team will also give you (party organiser) your party bags at the end of the party for you to hand out to your guest.

13. From time to time, we may offer some pre-bookable "Bolt-On" extra experiences for birthday parties. We reserve the right to change a party date or withdraw this additional activity if we are unable to deliver it. (A refund for the "Bolt-On" Experience will be offered).

14. It is the responsibility of the party organiser to ensure that the children invited are supervised at all times.

15. No refunds will be given on paid catering numbers.

Online Bookings

1. Tickets/Annual Passes/Birthday Bookings etc purchased online are issued in the form of a confirmation email. You will be asked to present your email (including the booking reference) to gain admission. Failure to do so may result in refusal of admission for which Farmer Palmers cannot be held responsible. Our Designers/Approved Third Parties provide the platform for this transaction, but your purchase and contract are made directly with Farmer Palmers, who are responsible for resolving any issues with you. If you do not receive a confirmation email within 24 hours, you should contact Farmer Palmers prior to your visit.

2. Whilst the Management have been assured of the secure nature of all online payments, they are unable to take responsibility for the loss of

money through any transaction which remains at the risk of the customer.

3. It is your responsibility to check your booking prior to your visit and contact Farmer Palmers immediately if there is a problem as mistakes will not be rectified on arrival.

4. Entry will only be permitted on the production of a valid booking confirmation email.

5. Your Deposit is nonrefundable. Refunds cannot be given for date-specific online bookings (Birthday Parties and Christmas Bookings) unless where Farmer Palmers has been forced to close on a specific date.

Alterations to the date of a date-specific booking will be made subject to availability and the payment of any extra charges that may result from the change of date. Where a date change results in a net fall in the cost of the booking, a refund will not be made.

6. The number of people in your group, and their respective ages, will be checked on arrival to Farmer Palmer's against those on the booking confirmation. Any discrepancies will require the difference to be paid on entrance or entry will be refused.

7. Farmer Palmer's is unable to offer refunds for members of your group who do not attend. Where you are unsure of numbers, we advise you to book for the minimum number required for the specific booking and add to the booking nearer the date.

8. In certain circumstances Farmer Palmer's may offer an alternative product of similar value when a date-specific booking has been cancelled. This is done entirely at the discretion of the management.

9. Any tickets or online bookings purchased in error will be refunded provided you notify Farmer Palmer's within 24 hours of the purchase, less any administrative costs that may be incurred in doing so.

10. Online bookings cannot be used as part of any marketing, media or sales promotion, whether commercial or non-commercial, without the prior written consent of Farmer Palmer's.

11. The registered address and details of the Cardholder must match exactly the booking or payment will not be processed.

23. Group Bookings Terms and Conditions

In addition to the Standard Terms and Conditions, the following terms apply to Group Bookings.

23.1 Eligibility for the group rate

1. The discounted Group Booking rate is available for pre-arranged groups of at least 20 people. The minimum may be made up of adults, children or a combination of both. Groups above 100 people are subject to manager's approval.
2. Group rates are subject to availability and apply only where the booking has been accepted and confirmed by Farmer Palmer's as a Group Booking.
3. Unless we agree otherwise in writing, Group Booking discounts cannot be used with any other offer, voucher, promotion or discount.
4. If the final number attending falls below 20, we reserve the right to charge the applicable admission prices rather than the Group Booking rate at the manager's discretion.

23.2 Booking process

1. Please contact the Shop Team on 01202 622022 or email shop@farmerpalmers.co.uk to discuss the date you would like to visit. We recommend contacting us as far in advance as possible because we can accommodate only a limited number of groups on any one day.
2. We may provisionally "pencil" your requested date into our diary while you complete the booking process. A pencilled-in date is provisional only and does not guarantee that the Booking is secured.
3. You must download and complete the Group Booking Form from our website and return it to us. Please make sure the information supplied is complete and accurate.
4. Once we have received the completed Booking Form, we can issue an invoice. A non-refundable £80 deposit minimum must be paid at least 14 calendar days before the visit. Where we agree to accept a Group Booking less than 14 days before the visit, the deposit is payable immediately.

5. Your Group Booking is secured only when we have received and accepted the completed Booking Form and received cleared payment of the deposit. Until then, we may be unable to accommodate your preferred date.

6. Any remaining balance must be paid in accordance with the invoice or Booking Confirmation. This can be paid in person at the till when you arrive, or we can issue an invoice. Payment of invoices is expected within 15 days from your visit date, and remittance is to be sent to accounts@farmerpalmers.co.uk.

23.3 Final numbers and changes to the group

1. We ask the Group Organiser to provide the most accurate final numbers available upon booking. We understand that genuine last-minute changes can happen, including illness.

2. The Group Organiser must tell us as soon as reasonably possible about any significant change in numbers, age mix, accessibility requirements or other information that may affect the Booking or the safe management of the visit.

3. Additional visitors are subject to capacity and availability and may be charged at the applicable rate. We cannot guarantee that significant last-minute increases can be accommodated.

23.4 Arrival, conduct and supervision

1. The Group Organiser is responsible for ensuring that the group has suitable supervision for the ages, needs and activities of its members and for complying with any supervision ratios, safeguarding duties, policies or procedures that apply to the group or organisation. We adhere to government guidelines in terms of staffing ratios.

2. Children must be supervised at all times. Nothing in these terms' transfers Farmer Palmer's own legal duties relating to the safety of the Farm Park to the Group Organiser.

3. All group members must follow the reasonable instructions of Farmer Palmer's staff, safety signs, hygiene rules and other visitor rules. Serious or

repeated failure to do so may result in an individual or the group being required to leave the Farm Park without a refund, subject to applicable law.

4. Unless otherwise agreed, the Group Organiser should report to reception on arrival so that the group can be checked in and any outstanding arrangements and numbers confirmed.

23.5 Risk assessments and pre-visits

1. Health and safety at the Farm Park is a priority. Groups are responsible for deciding and meeting their own legal, regulatory and organisational requirements for the visit, including any requirement to carry out or review a risk assessment.

2. We recommend that Group Organisers consider the needs and circumstances of their own group when planning the visit, including supervision, safeguarding, medical needs, allergies, accessibility, travel and emergency arrangements.

3. If you would like to visit the Farm Park in advance to support your own risk assessment or visit planning, please mention this to the Shop Team when corresponding about your Booking. Any pre-visit must be arranged with us in advance and is subject to availability.

23.6 Accessibility, medical and dietary information

1. Please tell us as early as possible about any accessibility requirements or reasonable adjustments that members of the group may need so that we can discuss suitable arrangements with you.

2. The Group Organiser remains responsible for obtaining and acting on information about individual medical, care and support needs that are relevant to the group's supervision and participation.

3. Where food or catering is booked, including ice creams, the Group Organiser must provide accurate allergy and dietary information by any deadline stated in the Booking Confirmation. Allergen information is available from our team. Late changes are subject to availability.

23.7 Cancellations, postponements and reductions in numbers — PROVISIONAL

The following clauses are placeholders pending final management agreement and should be reviewed before publication:

1. The £80 deposit is non-refundable if the Group Organiser cancels the Booking, except where clause 5 below applies or where a refund is required by law.
2. All cancellations, requests to postpone and material reductions in numbers must be notified to shop@farmerpalmers.co.uk as soon as possible.
4. Final chargeable numbers must be confirmed upon arrival. These numbers will be reflected in the final invoice.
5. If a Force Majeure Event makes the booked visit impossible or unlawful for either party to perform, the affected party must notify the other as soon as reasonably possible. The parties will first try to agree a suitable alternative date. Where the Booking cannot reasonably be rearranged, the £80 deposit and other payments made for services that cannot be provided will be reviewed for refund, subject to applicable law and manager's discretion.
6. If Farmer Palmer's cancels the Group Booking because we are unable to provide the booked visit, we will offer an alternative date.
7. A Group Booking for leisure services on a specific date does not normally carry the statutory 14-day cancellation right that applies to many distance contracts. This clause does not affect any other rights you may have under applicable law.

23.8 Data protection

1. We will process personal data connected with the Group Booking in accordance with our Privacy Policy and applicable data protection law.
2. The Group Organiser must ensure that they are entitled to provide any personal data they send to us about group members and that they provide only information reasonably necessary for the Booking.

23.9 General

1. Group Bookings are for the use of the group named in the Booking Confirmation and must not be resold or used for unauthorised commercial promotions.
2. Activities, animal encounters, attractions, timetables and facilities may change or be unavailable for operational, animal-welfare, maintenance, weather or safety reasons. Where a material change affects the main purpose of a Group Booking, we may discuss reasonable alternatives with the Group Organiser.
3. These Group Booking terms should be read together with the rest of these Terms and Conditions. If there is a conflict, these Group Booking terms take priority in relation to the Group Booking.

24. Farmer Palmer's Farm Park Online Shop – Terms and Conditions

Farmer Palmer's Farm Park ("us", "we", or "our") operates shop.farmerpalmer.co.uk (the "Service"), as well as farmerpalmer.co.uk, and bookings.farmerpalmer.co.uk, an Annual Pass Online Purchasing System, Non-Pass Holder Ticket Selling System, and Database & Birthday Party Booking System and Database.

Once you have made a purchase through this Service, on behalf of yourself and all persons you represent, you agree that you have read, agree, and will abide by the terms and conditions of this Services and the Standard Terms & Conditions that apply to the use of all of our facilities operated by, and located at Farmer Palmers Farm Park found here:
<https://farmerpalmer.co.uk/terms-conditions/>.

Terms of Sale and Shipping

Farmer Palmer's Ticket confirmation will be sent to the email you registered with.

Any goods ordered/vouchers/gift cards would be dispatched within 5 – 10 days of the order date.

Weekend Postage – please allow an extra day.

Online Shop

In addition to Farmer Palmer's Standard Terms & Conditions.

Products

All purchases through our website are subject to product availability. We may, at our sole discretion, limit or cancel the quantities offered on our website. Also limit the sales of our products or services to any person, household, geographic region, or jurisdiction.

Prices for our products are subject to change, without notice. Unless otherwise indicated, prices displayed on our website are quoted in English pounds sterling.

We reserve the right, in our sole discretion, to refuse orders, including without limitation, orders that appear to be placed by distributors or resellers. If we believe that you have made a false or fraudulent order, we will be entitled to cancel the order and inform the relevant authorities. We do not offer refunds under any circumstances.

We do not guarantee the accuracy of the colour or design of the products on our website. We have made efforts to ensure the colour and design of our products are displayed as accurately as possible on our website.

25. Payment Security

Our direct payment gateway is provided and hosted by Opayo, Applepay & Go Cardless. As a result, they provide us with an online payment platform that allows us to sell our products and services to you.

Your data is stored through Opayo, Go-Cardless data storage, databases, and applications. They store your data on a secure server behind an advanced secure firewall.

Our direct payment gateways complete your purchase, then Opayo, Applepay & Go Cardless store your credit card data. Your purchase transaction data is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS). Your purchase transaction data is stored only as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is deleted.

All direct payment gateways adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa and MasterCard.

PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

For further information on PCI-DSS requirements, please visit www.pcisecuritystandards.org.

The cards we can accept via our direct payment gateway providers are Visa, Visa Debit, MasterCard, and MasterCard Debit.

When your order is placed at our website, credit card numbers are encrypted using 128-bit SSL encryption. They are only decrypted after they reach our payment gateway providers' secure servers. They are not held in clear text on any website.

In the event of a closure due to circumstances beyond our control, if refunds are offered, they will be given less any card payment provider fees.

26. Equality Statement

Farmer Palmer's is committed to working to prevent discrimination and promote equality for customers regardless of age, disability, gender, identity, pregnancy and maternity, marriage and civil partnership, race, religion, and belief, and sexual orientation. It is about breaking down barriers (real and perceived) and providing excellent customer service to enable everyone to experience and enjoy Farmer Palmer's.

If you have any questions about these Terms and Conditions, please contact us at: shop@farmerpalmer.co.uk or writing to the address below:

PRIVACY POLICY

These can be found here: <https://farmerpalmer.co.uk/privacy-policy/>.

Farmer Palmer's Farm Park,
Wareham Road,
Organford,
Poole,

United Kingdom,
BH16 6EU

Company Details

Company's Legal Name: Farmer Palmer's Farm Park Limited

Company's Place of Registration: Registered in the UK

Registered Address: The Stable House, Wareham Road, Organford, Poole,
Dorset, BH16 6EU

Company Registration No. 3427509 All transactions in GBP

Vat No. 711862839

Telephone Number: 01202 622 022

Email address: shop@farmerpalmers.co.uk

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