

FARMER PALMER'S

Terms and Conditions

Last updated July 2026

Farmer Palmer's Farm Park Limited

Wareham Road, Organford, Poole, Dorset, BH16 6EU
01202 622 022 | shop@farmerpalmers.co.uk

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1. About these Terms

These Terms and Conditions apply to the use of our website and to bookings, tickets, passes, parties, group visits, events, vouchers, offers and goods supplied by Farmer Palmer's Farm Park Limited.

The terms that apply to a purchase are normally those displayed and accepted when the Booking or order is made. Additional terms shown for a particular event, offer or product also apply. If specific terms conflict with these general terms, the specific terms will take priority for that Booking.

Nothing in these Terms affects any rights that you have under consumer law.

2. Definitions

Booking	any booking or reservation made with us for admission, an event, a Birthday Party, a Group Booking, a Pass-holder visit or another service.
Booking Confirmation	the email or other written confirmation issued by us confirming the details of a Booking.
Booking Form	the Group Booking form made available on our website or supplied by us.
Bolt-on	an additional experience, product or item purchased with a Booking.
Customer, you and your	the person making a Booking or purchase and, where relevant, the people included in that Booking.
Farm Park	Farmer Palmer's Farm Park at Wareham Road, Organford, Poole, Dorset, BH16 6EU, including its attractions, play areas, animal areas, restaurant, shop and visitor facilities.
Force Majeure Event	an event outside the reasonable control of the affected party that prevents or materially delays performance, including unsafe severe weather, flood, fire, epidemic, pandemic, war, terrorism, civil disorder, government action, or widespread utility or transport failure.
Group Booking	a pre-arranged visit accepted by us as a group booking, normally for at least 20 people.
Group Organiser	the person or organisation making a Group Booking and acting as the main contact.
Pass	an annual pass, seasonal pass or other membership product issued by us.

Site	farmerpalmers.co.uk and any booking or shop subdomain operated by or for us.
Special Event	an event, experience or activity identified as having separate admission, booking arrangements or additional terms.
Ticket	a paid admission or event ticket issued by or for us.
Voucher	a gift voucher, promotional voucher, discount code or other voucher issued or accepted by us.
we, us, our and Farmer Palmer's	Farmer Palmer's Farm Park Limited.

3. How a Contract is Formed

Information on the Site is an invitation to make a Booking or place an order. A contract is formed when we have accepted the Booking or order, received any payment that is due, and issued a Booking Confirmation or order confirmation.

We may refuse or cancel a Booking before acceptance where, for example, the product is unavailable, a price or description is clearly incorrect, payment is not authorised, the Booking breaches these Terms, or accepting it would create a safety or capacity concern. If we cancel after taking payment, we will return the amount paid unless the cancellation results from fraud, misuse or another lawful reason to withhold payment.

You must be at least 18 years old to make a Booking or purchase from us.

4. Prices and Payment

Prices are shown in pounds sterling and include VAT or other applicable taxes where required. Any booking fee, delivery charge or other unavoidable charge will be shown before payment.

Prices may change before a Booking or order is completed. The price payable is the price displayed and accepted at checkout. Once we have issued a Booking Confirmation, we will not increase that price unless you later request a change that carries an additional charge.

We accept the payment methods displayed at checkout or at the Farm Park. Online payments are processed by third-party payment providers using secure systems. We do not retain full payment-card details where payment is processed by those providers.

If a payment is reversed, declined or not received, we may suspend or cancel the Booking or order after giving you a reasonable opportunity to correct the payment where appropriate.

5. Booking Confirmations and Customer Responsibilities

Please check the Booking Confirmation as soon as you receive it. You must tell us promptly if the date, session, visitor numbers, ages, contact information or other details are incorrect.

You must bring the Booking Confirmation or barcode on a phone or in printed form. We may also ask for proof of eligibility for a concession, offer or Pass.

Tickets and Bookings may not be resold, used commercially or included in a promotion without our prior written consent. We may refuse admission where a Booking has been resold or obtained fraudulently.

You are responsible for supplying accurate information and for keeping your account login details secure. Essential messages about a Booking will be sent using the contact details supplied.

6. Admission Tickets

6.1 Date and session

Admission Tickets are valid only for the date and, where applicable, the session shown in the Booking Confirmation. A Ticket is valid for one admission unless expressly stated otherwise.

6.2 Pre-booking and walk-up admission

We strongly recommend pre-booking, particularly during school holidays, Special Events and busy periods. Walk-up admission may be available at the published gate price, but it is subject to capacity and cannot be guaranteed.

6.3 Visitor categories

We may check visitor categories and ages on arrival. Where the Booking does not match the people attending, any price difference must be paid before entry. If capacity or safety limits prevent the change, entry may be refused and the original Booking terms will apply.

6.4 Discounts and Bolt-ons

Online discounts, promotional prices and Bolt-ons are subject to availability and any specific terms displayed at purchase. Unless stated otherwise, they cannot be combined with another offer. Merchandise and Bolt-ons may be substituted with an equivalent item or refunded if unavailable.

7. Changes, Cancellations and Refunds

7.1 Your right to change an Admission Ticket

You may request one change of visit date or session by emailing shop@farmerpalmers.co.uk at least 72 hours before the booked visit. Changes are subject to capacity and availability and must normally be to a date within 28 days of the original visit date. Any increase in price must be paid. We do not normally refund a difference where the replacement date is cheaper.

7.2 Customer cancellation or non-attendance

Date-specific admission and leisure bookings are normally non-refundable when you cancel, arrive late or do not attend. Where possible, we will consider a date change in accordance with clause 7.1. Exceptional circumstances may be considered fairly by management, but this does not guarantee a refund.

7.3 Bad weather

The Farm Park is an indoor and outdoor attraction and normally remains open in wet, cold or hot weather. We do not refund Tickets because of ordinary weather conditions or because a customer chooses not to attend. This does not apply where we cancel the Booking or close the Farm Park.

7.4 If we cancel or cannot provide the booked service

If we cancel a date-specific Booking or cannot provide the main service purchased, we will offer an appropriate remedy, which may be a transfer to another date, account credit, an equivalent alternative or a refund. Your statutory rights are not affected.

7.5 Mistaken or duplicate bookings

Please contact us promptly if you make a genuine duplicate or mistaken Booking. Where we can identify and correct the error without loss, we will act reasonably. Any refund or change remains subject to the type of Booking, notice given, costs already incurred and applicable law.

8. Opening Hours, Attractions and Temporary Closures

Current opening dates and times are published on our Times and Prices page. They vary throughout the year and may change for operational, welfare, safety or event reasons.

Attractions, activities, animal experiences, menus and timetables may change. We may temporarily close, replace or restrict an attraction because of maintenance, staffing, animal welfare, weather, safety, capacity or other operational needs. A change to one element of a normal Farm Park visit will not usually entitle a customer to a refund where the overall visit remains available.

We may close part or all of the Farm Park where necessary for safety, animal welfare, maintenance, emergency response or event preparation. Where a closure prevents us from providing the main service booked, clause 7.4 applies.

Information on the Site is prepared with reasonable care, but minor errors or last-minute operational changes may occur. Please check current information before travelling.

9. Visitor Conduct, Safety and Supervision

Visitors must follow reasonable instructions from our team, safety notices, hygiene rules and attraction restrictions. We may refuse admission or require a person to leave where their behaviour is unsafe, abusive, threatening, disruptive, damaging, unlawful or likely to cause distress to people or animals. No refund will normally be given where removal is a result of the visitor's conduct.

Children under 16 must be accompanied and actively supervised by a responsible adult. Parents, guardians and group leaders remain responsible for the children and vulnerable people in their care.

Visitors must use attractions appropriately and comply with any age, height, capacity, footwear, health or accessibility restrictions. These restrictions are applied for safety and are not waived because a Ticket has been purchased.

Animals must not be fed except with food supplied or approved by Farmer Palmer's. Visitors must follow handwashing and hygiene instructions after animal contact and before eating.

Personal belongings remain the visitor's responsibility. Please report lost property promptly. We may dispose of unclaimed items after a reasonable period.

10. Accessibility and Additional Needs

We aim to make visits welcoming and accessible. Information about access, facilities and reduced-price tickets is available on our Access page.

Please contact us before booking where a visitor may require a reasonable adjustment or where you need to discuss mobility, sensory, medical, care or communication needs. We will consider reasonable requests, but some activities or areas may have genuine safety or physical limitations.

Disabled visitor and carer tickets are subject to the eligibility information published at the time of booking. We may ask for reasonable evidence of eligibility. A carer remains responsible for providing the care or support required by the visitor.

Allergen information is available from our team. Customers remain responsible for telling us about allergies and for deciding whether available food is suitable. We cannot guarantee an environment entirely free from allergens.

11. Annual and Seasonal Passes

11.1 Validity

A Pass is valid for the named holder and for the period shown at purchase. Annual Passes are normally valid for 12 months from the purchase or activation date. Seasonal products are valid only during the stated season and may exclude specified dates or events.

11.2 Personal use and photograph

Passes are personal, non-transferable and remain our property. We may hold a current photograph of the named holder for identity checking and fraud prevention. A Pass must not be shared, copied, altered or resold.

11.3 Admission and exclusions

A Pass provides admission during the validity period in accordance with the product description. It does not automatically include separately ticketed Special Events, paid Bolt-ons, food, merchandise or third-party events unless expressly stated.

11.4 Renewal

Renewal prices and eligibility windows are published at the time of renewal. Renewal is not automatic unless you have expressly joined an instalment or recurring-payment arrangement. We may refuse or limit renewals for a legitimate reason, including misuse, unpaid sums, capacity management or serious breaches of these Terms.

11.5 Closure and operational changes

Short closures, normal winter shutdowns, changes to opening hours and temporary attraction closures do not automatically extend a Pass. If a substantial unplanned closure materially reduces the benefit of a Pass, we will consider an appropriate and fair response in the circumstances.

11.6 Refunds and replacement

Passes are normally non-refundable once used or activated, except where required by law or where management agrees an exceptional remedy. Lost or damaged physical cards or fobs may be replaced for the published replacement charge.

11.7 Children's Passes

A child's Pass must be purchased and managed by a parent or guardian. Where an age-based Pass ends when the child reaches the next ticket category, the renewal price will reflect that category.

12. Pass-holder Visit Reservations

Where our booking system, capacity controls or event information requires Pass holders to reserve a visit, a valid reservation must be made for the date and session. At other times, pre-booking may be strongly recommended but not compulsory.

Reservations are subject to availability and do not guarantee access to every date or session. The Pass holder must present the valid Pass and any reservation confirmation on arrival.

If plans change, the Pass holder should cancel the reservation through the online account as soon as possible so that the space can be released. Repeated failure to attend reserved visits without cancellation may result in a temporary restriction on advance reservations, provided we communicate the restriction fairly.

Pass-holder reservations have no separate cash value and are not refundable.

13. Birthday Parties

13.1 Booking and numbers

Birthday Parties must be pre-booked and are subject to the minimum and maximum numbers, package description, available dates and times shown at booking. Larger or unusual requests must be agreed with us in writing.

13.2 Deposit and balance

The deposit shown at booking secures the Party and is normally non-refundable if the customer cancels. The remaining balance must be paid by the deadline shown in the Booking Confirmation or on arrival where we have agreed this. We may cancel an unpaid Booking after giving reasonable notice.

13.3 Final numbers

Please give accurate numbers. Additional guests are subject to capacity, availability and payment. We cannot guarantee last-minute additions, catering or party bags. No refund is normally given for guests or catering numbers that do not attend after the final numbers have been confirmed.

13.4 Adults, siblings and supervision

The number of included adults is stated in the package. Additional adults, siblings and other visitors may need separate admission Tickets. The Party Organiser is responsible for supervision at all times. Farmer Palmer's team members serve the package but are not party supervisors.

13.5 Food, cake and party room

The party room or allocated area is available for the stated period. Food is served at the booked time. The Organiser must provide accurate allergy and dietary information by any deadline given. Outside food is not permitted except a celebration cake or where we have agreed an adjustment in advance.

13.6 Changes and cancellation

Requests to change a Party date are subject to notice, availability and any price difference. If we cancel the Party or the Farm Park is closed so that the Party cannot take place, we will offer a transfer or refund of sums paid for the unavailable service.

13.7 Bolt-ons and Special Event dates

Party Bolt-ons are subject to availability. If we withdraw a paid Bolt-on, we will refund that element or offer an agreed alternative. Parties may be unavailable on Special Event dates or may carry additional conditions shown at booking.

14. Group Bookings

14.1 Eligibility

1. The discounted Group Booking rate is normally available for pre-arranged groups of at least 20 people. Groups above 100 people require management approval.
2. Group rates apply only where the visit has been accepted and confirmed by us as a Group Booking.
3. Unless agreed in writing, a Group Booking discount cannot be combined with another offer, voucher, promotion or discount.
4. If final attendance falls below 20, we may charge the applicable admission prices instead of the Group rate.

14.2 Booking process and payment

5. Contact the Shop Team on 01202 622022 or shop@farmerpalmers.co.uk to discuss the proposed date.
6. A date placed provisionally in our diary is not secured until we receive and accept the completed Booking Form and cleared deposit.
7. Unless agreed otherwise, a non-refundable £80 deposit is due at least 14 calendar days before the visit. For a Booking accepted within 14 days, it is payable immediately.
8. The remaining balance must be paid in accordance with the invoice or Booking Confirmation. Where payment after the visit is agreed, invoices are due within 15 days of the visit.

14.3 Final numbers and changes

9. The Group Organiser must provide the most accurate numbers available and tell us promptly about significant changes in numbers, age mix, accessibility, medical, dietary or other relevant requirements.
10. Additional visitors are subject to capacity and may be charged at the applicable rate. Significant last-minute increases cannot be guaranteed.
11. Final chargeable numbers will normally be confirmed on arrival and reflected in the final invoice.

14.4 Arrival, conduct and supervision

12. The Group Organiser must ensure suitable supervision for the ages, needs and activities of the group and comply with any safeguarding or supervision requirements that apply to their organisation.
13. Children must be supervised at all times. Nothing in these Terms transfers Farmer Palmer's own legal duties to the Group Organiser.
14. Group members must follow staff instructions, signs, hygiene rules and visitor rules. Serious or repeated breaches may result in an individual or the group being required to leave without a refund, subject to applicable law.
15. Unless agreed otherwise, the Group Organiser should report to reception on arrival.

14.5 Risk assessments and pre-visits

16. Groups are responsible for meeting their own legal, regulatory and organisational requirements, including any requirement to prepare or review a risk assessment.
17. Groups should consider supervision, safeguarding, medical needs, allergies, accessibility, travel and emergency arrangements.
18. Pre-visits may be arranged in advance with the Shop Team and are subject to availability.

14.6 Accessibility, medical and dietary information

19. Tell us as early as possible about accessibility requirements or reasonable adjustments so that arrangements can be discussed.
20. The Group Organiser remains responsible for information about individual medical, care and support needs relevant to the group.
21. Where catering is booked, accurate allergy and dietary information must be provided by the deadline stated. Late changes are subject to availability.

14.7 Cancellation, postponement and Force Majeure

22. The £80 deposit is normally non-refundable if the Group Organiser cancels, except where required by law or where Farmer Palmer's cancels the visit.
23. Cancellations, postponement requests and material reductions in numbers must be notified as soon as possible.
24. We will consider a request to postpone subject to availability, notice, costs already incurred and any price difference.

25. If a Force Majeure Event makes the visit impossible or unlawful, both parties must notify the other promptly and first try to agree a reasonable new date. If that is not reasonably possible, sums paid for services not provided will be dealt with fairly and in accordance with applicable law.

15. Special Events and Christmas Bookings

Special Events and Christmas Bookings may have separate dates, arrival times, capacities, inclusions, age categories and cancellation terms. These will be displayed before purchase and form part of the contract.

Tickets are valid only for the event, date and session shown. Late arrival may shorten the experience and, where an event has fixed timed elements, we may be unable to admit late arrivals or repeat missed elements.

Special Event Tickets are normally non-refundable when the customer cannot attend. Changes are subject to the event-specific terms and availability.

If we cancel a Special Event or cannot provide the main event purchased, we will offer an appropriate transfer, alternative, credit or refund.

16. Promotions, Discount Codes and Offers

Offers are subject to availability, eligibility, redemption limits, dates and any specific terms published with the offer.

Unless expressly stated otherwise: only one offer or discount may be used per transaction; the offer cannot be exchanged for cash; it cannot be applied retrospectively; and it cannot be combined with another voucher, membership benefit or promotion.

For “two for one”, “three for two” and similar offers, the cheapest qualifying item is free unless the offer says otherwise.

Proof of eligibility or the original voucher, email, code, accommodation key, membership card or other specified evidence may be required.

We may withdraw or correct an offer before it is redeemed where there is a clear error, misuse, suspected fraud, exhausted allocation or a legitimate operational reason. This will not affect a completed purchase unless permitted by law.

Promotional admission vouchers cannot be used for parties, Passes, food, gifts, Special Events or other excluded products unless the offer expressly says they can.

17. Gift Vouchers

17.1 General terms

- Gift Vouchers are valid for the period and products stated on the Voucher. Unless otherwise stated, validity is 12 months from purchase.
- Gift Vouchers cannot be exchanged for cash or resold.
- Lost, stolen or deleted Voucher codes may be replaced only where we can verify the purchase and remaining balance. Replacement is not guaranteed.
- Gift Vouchers cannot be combined with another promotion unless expressly stated.
- Where the purchase exceeds the Voucher balance, the difference must be paid.

17.2 Online Gift Vouchers

Online Gift Vouchers may be redeemed only through the online system specified. Any unused balance remains available until expiry. No cash change is given.

17.3 Physical or pre-loaded Vouchers

Physical and pre-loaded Vouchers may be used only through the till system and for the products stated. The Voucher or scannable reference must be presented. Any treatment of small unused balances or change will be stated on that Voucher or at sale.

17.4 Promotional food and drink Vouchers

Free food or drink Vouchers apply only to the item and outlet stated, within the validity period, and cannot be used to reduce the price of a party package unless expressly included in that package.

18. Competitions

Unless a competition states otherwise, entrants must be aged 18 or over and resident in the United Kingdom.

Opening and closing dates, entry requirements and the method of selecting a winner will be stated in the competition information. Entries received outside the stated period or not meeting the requirements may be excluded.

Winners will be selected at random unless skill, judging or another method is specified. We will contact winners using the details supplied and may announce the winner's name or social-media handle where this is stated and lawful.

Prizes are non-transferable, have no cash alternative and are subject to availability. We may substitute a prize of equal or greater value if the original prize becomes unavailable.

Personal information will be used to administer the competition, contact winners and fulfil prizes in accordance with our Privacy Policy. Marketing choices will be handled separately.

We may disqualify entries involving fraud, automated entry, abuse, breach of the rules or interference with the competition.

19. Online Shop Goods, Delivery and Returns

19.1 Product descriptions

We take reasonable care to describe goods accurately. Colours and appearance may vary slightly because of screens, natural materials or manufacturing differences. Packaging may change without affecting the product.

19.2 Availability and dispatch

All orders are subject to availability. Estimated dispatch or collection times are not guaranteed unless expressly agreed. We will contact you if an item is unavailable and will offer a refund, replacement or agreed alternative.

19.3 Delivery

Delivery charges and available methods are shown at checkout. Risk passes to you when the goods are delivered to you or a person identified by you. You are responsible for providing a complete and accurate delivery address.

19.4 Cancelling an online goods order

Where consumer cancellation rights apply, you may cancel an online order for physical goods within the statutory cancellation period. You must tell us clearly that you wish to cancel and return the goods within the required period. You are responsible for return costs unless the goods are faulty, misdescribed or we agree otherwise. Some goods may be excluded from cancellation rights, including personalised, perishable or unsealed hygiene-sensitive goods where the legal exception applies.

19.5 Faulty or misdescribed goods

Goods must be as described, of satisfactory quality and fit for purpose. Contact us promptly if goods are faulty, damaged or incorrect. We will provide the remedy required by consumer law, which may include repair, replacement, price reduction or refund.

19.6 Refund method

Approved refunds will normally be made to the original payment method. We will not deduct payment-processing charges from a refund where doing so would conflict with your legal rights.

20. Website Use and Intellectual Property

You may use the Site for personal, lawful and non-commercial purposes. You must not interfere with the Site, attempt unauthorised access, introduce malicious code, scrape it excessively, misuse an account or use content in a misleading or unlawful way.

Text, images, branding, graphics, downloads and other content on the Site are owned by or licensed to us and are protected by intellectual-property law. You may view and print reasonable extracts for personal use. You may not reproduce, sell, republish or commercially exploit them without permission.

Links to third-party websites are provided for convenience. We are not responsible for their content, availability or privacy practices. A link does not necessarily imply endorsement.

We may update the Site and these website-use terms from time to time. Changes do not retrospectively alter a confirmed Booking unless the change is required by law or agreed with you.

21. Personal Information and Marketing

We use personal information to process and administer Bookings and orders, provide services, take payment, prevent fraud, communicate essential information and meet legal obligations. Further details are set out in our Privacy Policy.

Where a Booking includes children or other people, the person making the Booking must be authorised to provide the necessary information and must share relevant privacy information with them where appropriate.

Marketing communications are managed separately in accordance with data-protection and electronic-marketing law. You can unsubscribe from marketing at any time. Unsubscribing from marketing does not prevent essential service messages about an existing Booking, Pass or order.

Photographs and video may occasionally be taken for operational, security or promotional purposes. Where promotional filming or photography is planned, we will use notices or seek permission as appropriate.

22. Liability

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.

We are responsible for losses that are a foreseeable result of our breach of contract or failure to use reasonable care and skill. We are not responsible for losses that are not foreseeable, were caused by inaccurate information supplied by you, or result from your failure to follow reasonable instructions.

We supply consumer services for private use. We are not responsible for business losses, loss of profit, loss of business, business interruption or loss of business opportunity arising from a consumer Booking.

We are not responsible for loss or damage to personal property unless it is caused by our negligence or breach of duty. Nothing in this clause affects any mandatory legal right or remedy.

23. Events Outside Our Reasonable Control

Neither party will be responsible for delay or failure caused by a Force Majeure Event where the affected party has taken reasonable steps to reduce the impact.

Where possible, we will communicate significant changes through the Site, email, social media or other appropriate channels.

If a Force Majeure Event affects a date-specific Booking, we will first try to provide the service safely, rearrange it or offer a reasonable alternative. Where the main service cannot be provided, payments will be dealt with fairly and in accordance with applicable law.

This clause does not remove rights that cannot lawfully be excluded.

24. Complaints, Governing Law and General Terms

24.1 Complaints

Please raise concerns with a manager during your visit where possible so that we have an opportunity to help. Written complaints may be sent to shop@farmerpalmers.co.uk or to the postal address in clause 25. Please include the Booking reference, visit date and a clear description of the issue.

24.2 Governing law and courts

These Terms are governed by the law of England and Wales. If you are a consumer living elsewhere in the United Kingdom, you retain any mandatory protections available under the law of the part of the United Kingdom in which you live and may be entitled to bring proceedings in your local courts.

24.3 Severance

If a court or competent authority finds any provision unlawful or unenforceable, the remaining provisions will continue in effect. The affected provision will be treated as modified only to the minimum extent necessary.

24.4 No waiver

A delay in enforcing a right does not waive that right. A waiver on one occasion does not waive the same or another right on a later occasion.

24.5 Third-party rights

Unless expressly stated, no person other than you and Farmer Palmer's has a right to enforce these Terms.

25. Company and Contact Details

Legal name	Farmer Palmer's Farm Park Limited
Registered address	The Stable House, Wareham Road, Organford, Poole, Dorset, BH16 6EU
Farm Park address	Wareham Road, Organford, Poole, Dorset, BH16 6EU
Company number	3427509
VAT number	711862839

Telephone	01202 622 022
General and booking email	shop@farmerpalmers.co.uk
Pass enquiries	passes@farmerpalmers.co.uk
Accounts	accounts@farmerpalmers.co.uk
Website	farmerpalmers.co.uk
Currency	All transactions are in pounds sterling (GBP).