

## **FAQ's**

We've put together a list of our most frequently asked questions which we hope you will find helpful. If you can't find the answer please don't hesitate to contact us.

### **How do I use a Gift Voucher I've been given?**

You can book online and apply the code during the payment section. If the booking doesn't use the whole value of the voucher, you'll be able to use it again towards another visit for to redeem the remaining amount. Vouchers can be applied to bookings and via our online shop, unfortunately vouchers can't be used on the day to purchase drinks.

### **What information will I receive about my booking?**

Once you've booked online, you'll receive a confirmation via email and text. Within your confirmation email will be details of how to manage your booking. Further information regarding your visit will be sent via email prior to your arrival, however if you have any questions, please contact us via [hello@nancarrowfarm.co.uk](mailto:hello@nancarrowfarm.co.uk) or call 01872 487099.

### **Do you cater for guests with allergies?**

We ask that you let us know about any allergies or dietary requirements before your visit. You can add dietary information for each person included in your booking via your Customer Account after making your reservation by selecting Manage Booking. Please be advised that our kitchen handles ingredients containing the main fourteen allergens and therefore we cannot eliminate the risk of cross contamination.

### **What should I wear?**

Suitable clothes and footwear as you may be outside for some of the workshop. If it is wet, the ground may be muddy. You should check the weather forecast and bring along sun lotion, raincoats, wellies, jumpers (or all three!) accordingly.

### **I've booked to join a supper after the workshop, is there anywhere to get changed?**

Once the workshop is complete, feel free to explore the farm and enjoy a drink from the bar starting at 3pm. You're also welcome to use our restroom facilities to change.

### **Are dogs allowed?**

Unfortunately, we cannot allow dogs onto the farm, except for certified assistance dogs.

### **Can guests pitch their own tent or bring a campervan/caravan/motorhome to stay in overnight?**

Unfortunately, no tents, campervans, caravans and/or motorhomes can be pitched on-site.

### **What's access like around the site & farm?**

There are a variety of surfaces around the farm (gravel, grass, steps, hardcore, woodchip) so care should be taken when walking around. It would be useful to know in advance if guests have any mobility requirements so we can ensure these are catered for.

**Is there Wi-Fi /phone signal on site?**

Please be aware that due to our rural location and the old barns, connection can be variable. Phone coverage is generally good on site, but some networks have limited signal and/or no 4G.

**Do you have a policy on drones?**

Regrettably, due to complaints from a couple of our neighbours, we no longer allow the usage of drones at the farm.