

Activity Booking Terms and Conditions

Thank you for booking activities with us, we are very excited to welcome you to Tapnell Farm.

This agreement, along with any other information we send to you regarding your booking form the basis of your Contract with us. When you confirm your purchase for any of our activities, you accept and agree to be bound by the terms and provision of this agreement. In addition, whilst you are on site, you shall be subject to any posted guidelines or rules applicable to such services. Any participation in activities will constitute acceptance of this agreement.

By completing a booking, you agree to abide by our rules and restrictions as stated on our website, booking system, and on signage around our activity sites. We reserve the right to refuse participation should a participant not abide by our rules and restrictions.

About us

Your Contract will be with Turney Family Farms Partnership based at Tapnell Farm, Middle Road, Isle of Wight, PO41 0YJ throughout this agreement referred to as "we, us, ours".

Contact details

Telephone: 01983 758 722

Email: aquapark@tapnellfarm.com or hello@tapnellfarm.com

Online Booking

All bookings are made online and are to be paid in full – we are unable to take bookings without taking full payment.

Once purchased, online tickets may not be used in conjunction with any other offer. No ticket may be resold.

Any discounts or offers online are available for limited quantities and periods only and will only be available via booking through the website.

Please have access to your booking reference number, we will also ask for the name on the booking.

Prices

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

Prices are inclusive of any applicable taxes and there are no surcharges whatsoever. Once you have paid, we will not increase the price of your ticket(s).



Amendments and Cancellations

Any requests to change your booking must be made via email by the lead person. We will always do our best to accommodate any changes, although it is not always possible. Reduction in numbers will be treated as a place cancellation – please see the 'If you cancel' section below.

If you cancel your booking (Groups of 10 or less):

Any cancellations must be made by calling 01983 758 722 or emailing aquapark@tapnellfarm.com.

Cancellations made **less than** 72 hours prior to the date of activity will not be eligible for a refund.

Cancellations made **more than** 72 hours prior to the date of activity will be eligible for a full refund.

If you cancel your booking (Groups of 10 or more):

Any cancellations must be made by calling 01983 758 722 or emailing aquapark@tapnellfarm.com.

Cancellations made **less than** 96 hours prior to the date of activity will not be eligible for a refund.

Cancellations made **more than** 96 hours prior to the date of activity will be eligible for a full refund.

If we cancel your booking:

In the extremely unlikely event that we are forced to cancel your booking, for example due to adverse weather making an activity unsafe, we will endeavour to move your booking to a suitable day/time so you can still enjoy the activities you have booked.

Should we not be able to move your booking to a suitable time/day, we will refund all monies paid by you. We will not be held liable for loss, damage, costs or other expenses you may incur as a result of your booking being changed or cancelled outside of your contract with us.

Late arrivals/no-show's

Please ensure you plan your journey and leave plenty of time to get to us for your scheduled arrival stated on your Booking Confirmation.

If you arrive late for your booking, we will always try to accommodate you where possible however the finish time of the activity will not be changed and so you will have less time on the activity.

Should you be more than 10 minutes late for your Aqua Park, Archery, Axe Throwing, or Football Golf activity we reserve the right to cancel the booking without refund should it not be possible for us to reschedule around other bookings. This is to avoid any disruption or delay to our activities.



Supervision and Behaviour

The name on the booking, and any accompanying adults shall:

- Act 'in loco parentis' to any children in the group.
- Ensure that the group is adequately supervised.*
- Ensure the group meet the pre-requirements of their activities and follow the rules of any activity they are participating in.*
- Ensure the group are aware of their behaviour and actions in context to their surroundings.
- Ensure that any members of the group do not break any laws.

We expect all guests to be considerate and respectful of those around them.

If you or any member of your party behaves in such a way as to cause risk or danger, upset or distress to any third party or damage to property, we are entitled to terminate the booking of that person without notice. In this situation the person(s) concerned will be asked to leave site, we will have no further responsibility towards such person(s) and no refunds will be given. We will not be liable for any payment, loss, damage or other expense incurred by you as a result of the termination.

*In addition to the information on our website, please see the Activity Specific Terms and Requirements section further on in this document.

Consent

We expect that the booking name will pass on all relevant descriptive information and activity requirements where applicable to all participants, and/or parents/guardians of any participants under the age of 18.

All participants must sign our online Participant Health and Safety Agreement. Where a participant is under the age of 18, a parent or guardian must sign this on their behalf.

General Terms of Use

The contents of this section apply to: Aqua Park, Archery, Axe Throwing and Football Golf.

Tapnell Farm take no responsibility for injury whilst taking part in or spectating any activity.

Tapnell Farm take no responsibility for loss or damage to property.

We reserve the right to refuse admittance to or remove a participant/spectator whilst on site as deemed necessary. Reasons include but are not limited to:

- Not complying with safety rules.
- Not complying with staff instructions.
- Displaying aggressive verbal or physical behaviour.
- Participant considered to be under the influence of drugs and/or alcohol.

In the circumstances above, no refund will be given. In the unlikely situation that we must remove participant(s) from the activity for a reason outside your control, we will endeavour to rebook your activity, or offer a refund that reflects the amount of activity missed.



Activity Specific Terms of Use and Requirements

Aqua Park

The safe welfare of all participants is very important to us, so every Aqua Park participant must follow the points below:

- Measure between 110cm and 210cm tall.
- Be able to swim 25m unaided whilst wearing a buoyancy aid.
- Be aged 7 or over.
- Remove ALL jewellery before using the Aqua Park – this includes but is not limited to: wedding/engagement rings. All removeable piercings must be taken out.
- Any children aged 7 to 11 must have an adult accompany and supervise them on the inflatables in a ratio of 1:3.
- Any children aged 12 or over must have an adult in the spectating area for the duration of the activity **or** have a responsible adult participating with them.
- For your safety, you are not permitted to use the Aqua Park during pregnancy, for other activities we recommend you consult a medical professional before participation.
- You must let us know if you have any medical conditions that may affect your participation or be worsened by your participation. You will have a chance to talk to the staff member delivering your safety brief who can then advise you and the rest of the lifeguard team where necessary.
- You can bring your own wetsuits, and socks, however if a member of staff deems them unsafe, or likely to damage equipment you will not be able to wear them.

In addition to the above, all participants must meet any additional requirements and/or follow any instructions outlined in the **Participant Health and Safety Agreement**, or on the website and signage around site.

Target Sports (Archery and/or Axe Throwing)

- Participants must be aged 11 and over.
- Closed toe shoes must be worn, and long hair tied back.
- Long sleeves are strongly recommended for archery.
- There should be a minimum of 1 accompanying adult in a supervisory capacity for every 6 children participating or spectating during the activity. If an accompanying adult does not wish to participate, there is no requirement to book on or pay.

In addition to the above, all participants must meet any additional requirements and/or follow any instructions outlined in the **Participant Health and Safety Agreement**, or on the website and signage around site.

Football Golf

By proceeding with a booking, you are agreeing to comply with the following safety rules:

- Any children age 16 or under must have an adult book on and participate with them.



TAPNELL FARM

ISLE OF WIGHT

- To the left of the Football Golf course is a public bridle path. Should you be playing nearby and see a horse and rider, stop play immediately and allow them to pass before resuming play.
- No football studs or boots permitted, only Astroturf trainers, other trainers, or shoes.
- The hole flags should not be removed from the holes at any time.
- Please take extra care on the course in wet and windy conditions. The ground will be slippery when wet, this may include astro-turf tee off areas.
- No drop kicking of the ball at any time! All shots must be taken at floor level once the ball is still.
- Please do not leave litter on the course – there is a bin in the seating area.

- No smoking on the course. A smoking area is located in the seating area.
- Tops (t shirts) must be worn at all times during hot weather.

*In addition to the above, all participants must meet any additional requirements and/or follow any instructions outlined on the **website** and **signage around site**.*

Use of Personal Information, Photography and CCTV

Tapnell Farm will not share, sell, or distribute personal information with third parties unless required to do so by law.

On occasion we may take photos and/or videos for promotional and/or training purposes. We will seek consent before taking and using any such photographs or videos. By booking with us, unless otherwise stated, you consent to us taking and using any such photographs or videos without charge.

CCTV is active across our premises for the security of our site, as well as the safety and welfare of customers and staff. Your image/those of your group may be recorded. Your car number plate may also be recorded.

In the event of an accident/incident, your data may be recorded and shared with third parties as part of our duty of care.

Lost Property

We do not accept any responsibility for private property whilst on our premises, including accepting any liability should lost property be returned for any reason to someone who is not its owner or for damage to property whilst on site.

Variation

This agreement can be changed by us at any time at our discretion. Any new booking terms and conditions will be sent to you and will have immediate effect.



Complaints

In the unfortunate event you feel there is a problem with any aspect of your visit – from booking to leaving site, please inform the Duty Manager or Activities Manager as soon as possible so that they can endeavour to rectify the situation.

In the unlikely event your complaint is not resolved, please follow this up within 30 days following your visit by emailing hello@tapnellfarm.com or aquapark@tapnellfarm.com giving all relevant information, clearly and concisely so we can quickly identify your concerns in order to follow up with a speedy response.

