

# TURNEY FAMILY FARMS

PARTNERSHIP

## Farm Park & Activity Booking Terms and Conditions

Thank you for booking 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 our Farm Park 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”.

Telephone: 01983 758 722 Email: [aquapark@tapnellfarm.com](mailto:aquapark@tapnellfarm.com) or [hello@tapnellfarm.com](mailto: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 your booking confirmation/barcode ready for check-in on arrival.

### 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 amendments required to the booking can be made online.

Any cancellations made 48 hours prior to the date of activity will not be eligible for a 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.



# TURNEY FAMILY FARMS

## PARTNERSHIP

### 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.

### 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.

### 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 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 your activity. This is to avoid any disruption or delay to our activities.



# TURNEY FAMILY FARMS

## PARTNERSHIP

### 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 and spectacles 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.**

#### 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.

#### 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.**



# TURNEY FAMILY FARMS

## PARTNERSHIP

### 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.
- 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**.

### Tapnell Farm Park

All admission tickets must be purchased online in advance

Season Pass holders will need to book in advance, using the free Season Pass holders entry and show their booking QR code as well as their valid season pass when arriving at the Farm Park.

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All rules around the Farm Park need to be followed at all times, these are stated on various boards and signs around the Farm Park. The management reserves the right to refuse admission to any ticket holder and, in the interest of the public and for safety reasons, we also reserve the right to request guests to leave the park at any time.

Some outdoor activities, including but not limited to the jumping pillows, sledge slide and witches hat climbing frame may be closed in wet or windy conditions, this is for the safety of our visitors. Staff will do their best to get these areas open as and when it is safe to do so.

### Season Pass T&Cs

Summer Season Passes are valid from 22 March – 2 November 2025.

1. Please book your free season pass admissions online before arriving at the park and show both your QR code/order reference number and your valid season pass at admissions when you arrive. Please check our opening times page on our website for all up to date information.
2. Owing to the capacity of the Farm Park, we will reserve an allocation of tickets exclusively for Season Pass holders during the busy holidays.



# TURNEY FAMILY FARMS

## PARTNERSHIP

3. Tapnell Farm reserves the right to change any of its opening/closing times at any time and at short notice. (this includes any special events).
4. Children must be supervised at all times. Children under the age of 16 years are not permitted into the Farm Park on their own. A responsible, paying adult must accompany them.
5. Under 2's are required to have a ticket in order to gain access to the Farm Park. Once they have had their 2nd birthday they will need to have a season pass purchased for them or pay the normal admission rate on each visit if preferable.
6. A photograph of each pass holder will be required for our system Season Pass, which you can do from your device when purchasing a season pass.
7. Entry into the Farm Park will only be granted once a valid card for each member has been shown. Failing to present a valid card will result in paying our normal admission fees. A refund for this visit will be offered if a valid season pass QR code of the person who the ticket was originally purchased for is shown within 7 days, along with the receipt for the original entry
8. If you cannot find your email confirmation, your name can be searched at the admissions desk and we can print off a season pass for you.
9. \*Adult season passes are transferable between adults when visiting with a child who also holds a valid season pass. Please note: Child season passes are only valid for the named child on the pass and cannot be transferred between children or adults.
10. Season passes do not gain fast track access on busier days or to closed-off areas of the Farm Park.
11. You will receive regular news and updates with our season pass newsletter. If you do not wish to receive this information, please unsubscribe from our mailing list.
12. By purchasing a season pass, you understand the rules of the Farm Park and the need to follow our Health and Safety Farm Park policies, displayed on our board inside the Farm Park entrance. Parents are responsible for the behaviour and supervision of their children/party at all times.
13. Some special events have an additional charge and are not included within the season pass price, however, you still have access to the Farm Park as normal. Advanced tickets for these events must be purchased online.
14. Season pass vouchers are only valid when presenting a valid season pass and voucher at the time of each transaction. All vouchers are subject to their own T&C's, dates and times. Tapnell farm reserve the right to change or remover vouchers at short notice. All vouchers and offers are subject to availability.
15. On your visit to the park, the lead person will sign for all vouchers relevant to the group on arrival where they will then be issued. Vouchers are only given out against each individual full paying person. Vouchers that are lost will not be replaced or re-issued. Vouchers cannot be swapped or exchanged and have no cash value.



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## PARTNERSHIP

### 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. By booking with us, unless otherwise stated, you consent to us taking and using any such photographs or videos without charge. There will be notices up to say when photos / filming is taking place, and you can request not to be included in this.

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, Activities Manager or Farm Park Manager (as applicable)

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](mailto:hello@tapnellfarm.com) or [aquapark@tapnellfarm.com](mailto: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.

