

# POLICIES

## **RESERVATION & PAYMENT POLICIES**

- Night time prices apply to all adventures after 5 pm daily.
- All prices listed are subject to HST.
- A 50% deposit is required for all activities and adventures within five days of booking and is nonrefundable.
- Dates and Times for all activities and adventures may not be changed once deposit has been paid.
- Organizers are responsible for collecting all payments from individuals within a group.
- All child rates apply to children 12 and under.
- Children 2 and under are free for all activities and adventures and are not included in minimum group numbers.
- All group packages (minimum 15 people) are subject to gratuity. (Excludes Birthday parties)
- On the weekends, our facilities are available for private reservations, (weddings, group & corporate events, etc.). Private reservations require a minimum group size of 200 people. Exceptions for smaller group sizes can be negotiated with Hatfield Farm sales staff.

We accept payments with Cash, VISA, MasterCard, EnRoute or Interac. Deposits may be accepted over the phone if paying with one of the credit cards listed above.

## **WEATHER CANCELLATION POLICY**

We follow Environment Canada forecasts. If they are calling for severe weather or have issued a warning (ie, 100km/hour winds, heavy storms), we will be in touch with you the day prior your event to discuss the details.

We go rain or shine and have covered chuck wagons for inclement weather. However, if we have to cancel due to severe weather (ie., Hurricane, Blizzard, high winds, etc.), we will notify you 6 hours prior your event. If your event is in the morning, we will contact you at 8:00 am. If you do not hear from us, your event is a go.

All cancellations are at the sole discretion of Hatfield Farm. Your deposit, which is non-refundable, is held with us and you have 1 year to rebook your event.

Should you decide to move your event, a penalty fee of 50% of your deposit is applied, and your event must be rescheduled within one month. Should you decide to cancel, your deposit is 100% non-refundable.

## **TRAIL RIDE CANCELLATION POLICY**

Reservations are not required, but recommended as it is a first come first served basis. A credit card is required to guarantee your reservation.

Cancellations may be called in 24 hours prior without penalty. If it is raining, you may call 1 hour prior your ride time to cancel with no penalty. All “no shows” will be charged the full amount to the credit card left when making your reservation.

We follow Environment Canada forecasts. If they are calling for severe weather or have issued a warning (ie, 100km/hour winds, thunder & lightning), we will be in touch with you the day prior or the morning of your ride to discuss the details.