

# Policies

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## *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 non-refundable.
- 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 a 10% gratuity. (Excludes Birthday parties)

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.

## *Cancellation Policy*

All bookings will proceed rain or shine (covered wagons, rain ponchos and indoor facilities are available). Winter storm cancellations will be decided by the farm according to Environment Canada's Weather Forecast. All cancellations are at the sole discretion of Hatfield Farm. You will be notified 4 hours prior to your event. If we do cancel your event, the deposit will be credited towards another booking within the year.