



## **2018 Fall Festival Weekday Group Reservations Terms & Conditions**

1. Reservations are not required for groups. Groups without reservations are welcome every day. See [coxfarms.com](http://coxfarms.com) for information and tips.
2. Weekday reservations are available every weekday between September 24-November 6 (except Monday, October 8) between 10am and 4pm (last entry is 5pm). Please note that November reservations are accepted between 10am and 3pm; the last entry is 4pm and Festival closes at 5pm.
3. Weekday Group Reservations are available for weekday groups of at least 20 people who will enter the Fall Festival together and pay with a single payment.
4. There are no discounts for large groups, chaperones, teachers, etc. Everyone 2 years and older entering the Fall Festival grounds pays the same admission. Children younger than 24 months are free.
5. A Weekday Group Reservation offers your group:
  - a. Assigned arrival & entry time.
  - b. Fast group check-in with a single payment.
  - c. The option to receive your admission tickets in advance (through the mail or to pick up at Customer Service).
6. Reservations. Weekday Group Reservations are made online quickly, easily and securely at [coxfarms.com](http://coxfarms.com). Assistance is available through our Reservations department ([reservation@coxfarms.com](mailto:reservation@coxfarms.com) or leave a voice message for Reservations at 703-830-4121). Space for groups is limited, so please book early.
7. Deposit. A refundable \$50 deposit is required to make a Weekday Group Reservation. Online reservations require a deposit (Visa, MasterCard, and Discover) and are confirmed immediately by email. In some cases, a school or company check may be accepted for the deposit, but such reservations cannot be confirmed until the \$50 deposit is received. Please note: no personal checks are accepted.
8. Unconfirmed Reservations: Reservation requests are automatically canceled if the \$50 deposit has not been received within ten days.
9. Payment of Remaining Balance. The remaining balance must be paid in full before tickets are issued and the group is admitted to the Fall Festival. Payment may be made by Visa, MasterCard, Discover, cash or company/school check. No personal checks accepted.
  - a. If the balance due is paid **more than 10 days in advance** of your visit, you have the option of having your admission tickets mailed to you or available for pick-up at Customer Service (indicate your preference on your payment form).

- b. If the balance due is paid **between 2-9 days in advance** of your visit, you may pick up your tickets at Customer Service (prior notice needed) or we will have your wristbands waiting for you at Fast Track Check In when your group arrives at the festival.
  - c. If the balance due is paid **less than 48 hours in advance or on arrival** at the Fall Festival, please send a representative to Group Check-In to pay and get your admission tickets for your group.
10. Change of Date/Arrival Time/ Group Size: If you need to make changes to your reservation after it has been confirmed, including changes to date or arrival time, please do so by contacting [reservation@coxfarms.com](mailto:reservation@coxfarms.com)
  11. Additional Tickets. Additional admission tickets for the group may be purchased online or at the ticket booth upon arrival. Additional guests may also purchase their own tickets as they arrive.
  12. Pre-paid Guest List. Pre-paid tickets and a guest list may be left at Customer Service for pick-up by guests as they arrive. It is the group leader's responsibility to let guests know who has been pre-paid.
  13. Refunds/Credits for Unused Tickets. Adjustments for "no shows", unused tickets or any refunds/credits may be arranged at any time up to 6pm on the day of the group visit. If payment was made by credit card, this same card will be credited; please send the credit card used for purchase with your representative to facilitate refunds. If payment was made by school or company check, Cox Farms will issue a refund check to the school/ company within five business days.
  14. Rain policy. If the Fall Festival does not open on the scheduled day due to rain (or for any other reason), this information is posted at [coxfarms.com](http://coxfarms.com) and on our Info Line 703 830 4121 by 7:30am that morning. In this situation, the Weekday Group has the choice to reschedule or get a full refund. If the Fall Festival is forced to close *during* the group's visit due to rain (or for any other reason), then we will issue rain checks, in line with Cox Farms rain policy.
  15. Cancellation. If the Weekday Group cancels their Fall Festival visit up to 48 hours before the scheduled visit, they are entitled to a full refund of their deposit and any payments made. If a cancellation is made with less than 48 hours' notice before the scheduled visit, a refund is made minus a \$50 administration fee. If a Weekday Group does not show up and does not give any notice, they will forfeit their deposit.
  16. Group Leader. To facilitate communications and ensure a successful visit, the Weekday Group will appoint a group leader for their visit to the Fall Festival. It is this group leader who Cox Farms will contact on all matters relating to the visit.
  17. Chaperones and Supervision. It is the responsibility of the group leader to ensure that any children in the group are adequately chaperoned, including having a reasonable number of responsible adults supervising the children at all times. Cox Farms reserves the right to refuse admission or to expel from the Festival anyone who is not adequately chaperoned and supervised.
  18. Other policies. All Cox Farms Fall Festival policies apply to Weekday Groups including: No pets, No alcohol, No firearms/weapons, No unaccompanied children under 14 years of age.
  19. Variation. Any variation from these standard Terms & Conditions must be agreed in writing by the Weekday Group and by Cox Farms in advance of the scheduled event.

## **Questions?**

[\*\*Reservation@coxfarms.com\*\*](mailto:Reservation@coxfarms.com)

**Or leave a voice message for Reservations at 703 830 4121**