

Jacksons at Jedburgh

## Terms & Conditions

### Booking Cancellation Policy

- Full refunds or date postponements will be given if Covid-19 restrictions cause your booking to be canceled.
- All other cancellations **made more than 7 days prior** to a booked visit will be refunded in the form of a gift voucher or a rescheduled visit (of the same value).
- Any cancellations **made less than 7 days** before a booked visit are non-refundable.
- Monetary refunds will be given at the sole discretion of Jacksons at Jedburgh.

**As an outdoor experience, we will not cancel bookings due to poor weather.**

Refund requests should be made via email and sent to [jas@jacksonsatjedburgh.co.uk](mailto:jas@jacksonsatjedburgh.co.uk)

### Charity Annual Pass Initiative 2021

#### 1. Initiative Details

- Jacksons at Jedburgh will provide up to 20 free annual passes to registered charities.
- A maximum of 1 annual pass can be applied for, and awarded to, each successful charity.
- Annual passes will be valid for one year from the date they are given to the charity.
- The annual pass will permit one family/household or individual to EITHER a Saturday or Sunday open session, per open

weekend. Bookable open weekend sessions can be found on our website.

- Jacksons at Jedburgh's annual pass cannot be exchanged for a monetary value and it cannot be given as a prize for any competition, raffle or other activity.
- Jacksons at Jedburgh reserve the right to cancel the future use of any annual pass that is used inappropriately.

## 2. Application Process

- In order to apply, organisations must have a valid registered charity number and be able to demonstrate how their charity would benefit from an annual pass.
- Applications should be completed and returned by the 30th of April, with successful applicants being notified within one week.

## 3. Visiting Jacksons at Jedburgh with an Annual Pass

- Anyone wishing to use their charity's annual pass must book an arrival time for the farm in order for us to manage the number of visitors at the farm, in compliance with Covid-19 related guidance and our own health and safety assessments. This can be done by calling us directly on 07553134278, emailing [jas@jacksonsatjedburgh.co.uk](mailto:jas@jacksonsatjedburgh.co.uk) or booking via our website with your unique annual pass number.
- Online booking confirmation OR your unique annual pass number can be used as proof of booking to enter the farm.
- All annual pass visits will be self-led, unless agreed otherwise in writing by a member of the team at Jacksons at Jedburgh. Help will always be available if required.
- All annual pass visiting groups should include at least one responsible adult.
- Should Jacksons at Jedburgh have to cancel any annual pass visits, an alternative date will be arranged.

## 4. Contact Details

- Jacksons at Jedburgh is registered to the following address, Kersheugh, Jedburgh, TD86QT

- The email address for Jacksons at Jedburgh is:  
[jas@jacksonsatjedburgh.co.uk](mailto:jas@jacksonsatjedburgh.co.uk)
- The telephone number for Jacksons at Jedburgh is:  
07720891981

Instagram Giveaway February 26th 2021 - March 4th 2021

### 1. Entry Requirements

- In order for entries to be valid, entrants must **FOLLOW** the official Jacksons at Jedburgh Instagram page (@jacksonsatjedburgh), **LIKE** our Giveaway Announcement post and **TAG** at least one other personal account in the comments section of our Giveaway Announcement Post.
- Each tag will count as **one entry**, therefore if the entrant tags five personal accounts, their name will be entered into the chosen random winner generator five times.
- The entrant can gain an extra entry by sharing the Giveaway Post on their Instagram Stories, tagging Jacksons at Jedburgh.
- Entrants must be over 13 years of age or older (in compliance with Instagram's user policy) BUT any winner aged 18 or under must be accompanied for the duration of their visit by at least one responsible adult (18 years or over).
- Entrants must have entered by 11:59pm on March 4th 2021 in order for their entry to be valid.

### 2. Winner Selection & Prize

- The winner will be selected using a random winner generator on March 5th 2021.
- The prize will be emailed to the winner by March 12th 2021, pending the provision of a valid email address for the winner.
- The prize will be a voucher valid for **EITHER** one weekday family Lambing Experience (up to 2 adults and 3 children) **OR** one family Weekend Farm Visit (up to 2 adults and 3 children).
- Lambing Experiences can be arranged from April 22nd 2021 - May 7th 2021.

- Weekend Farm Visits can be arranged any Saturday or Sunday from April 24th 2021 - August 29th 2021
- The voucher will only be valid for these bookable sessions, it is not transferable and there will be no cash alternative.

### 3. Winner Announcement

- Jacksons at Jedburgh will announce the winner by **EITHER** tagging their Instagram handle in an announcement post OR in the case of personal Instagram accounts set to private, by announcing their name in a post on Instagram.

### 4. Prize Redemption

- The winner must redeem their voucher by August 22nd 2021, in order for the voucher to be valid for the dates available to visit, set out above.
- The winner must contact the team at Jacksons at Jedburgh by telephone **OR** email to redeem their voucher. Contact details can be found below.
- If your visit is directly affected by Covid-19 or relevant restrictions, a new visit date/experience will be arranged with you.

### 5. Contact Details

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- The telephone number for Jacksons at Jedburgh is: 07720891981