

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 by Jacksons at Jedburgh.
- 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

- **The annual pass will admit UP TO one family per weekend, to EITHER a Saturday or Sunday Open Farm Session. Bookable open weekend sessions can be found on our website.**
- Jacksons at Jedburgh will provide up to 5 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 the season that they are allocated, a valid until date will be provided.
- A family is defined by the business as up to two adults and three children.
- 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 any government 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:  
07553134278