

## **Frequently Asked Questions regarding Matlock Farm Park and the impact of Covid-19**

### **What will happen to the animals whilst the farm park is closed?**

We will ensure the animals stay on site and receive the food and care they need. Whilst you are unable to visit the animals, we will 'bring the farm park to you' in our daily updates on our social media pages:

Facebook <https://www.facebook.com/matlockfarmpark>

Instagram [@matlockfarmpark](https://www.instagram.com/matlockfarmpark)

Twitter- [@matlockfarmpark](https://twitter.com/matlockfarmpark).

Here you can see how the animals are doing, find out about delightful newborns and much more.

### **I have an Annual Pass/ Day Pass/ Gift Voucher. Will I lose out on the amount of time left I have to visit because of the closure?**

As all of our passes and vouchers are dated, we will be extending the expiry date on all of these to ensure you do not miss out. The expiry date will extend by the amount of time we have been closed. Please present your annual pass, day pass or voucher upon your next visit and we will process this accordingly for you.

### **My child has a birthday party booked with you – what should we do?**

We hope to be able to resume parties in the coming months ahead, but this will be based on Government advice. If you have a Farm, Rainforest or Pony Party booked with us and you have not had contact with us since the closure of public venues, please email [info@matlockfarmpark.co.uk](mailto:info@matlockfarmpark.co.uk) and we can discuss the options available to you.

### **What will happen to the horse riding I am booked in for?**

All horse riding deposits that have been paid will be valid for a further 12 months starting from the date we re-open. If you have a block booking this will be held for 6 months starting from the date we re-open. Please look out on Facebook for details about when we will start taking new bookings again <https://www.facebook.com/matlockfarmpark>.

### **My child is booked on an upcoming Own a Pony Day – what will happen to the booking?**

If you are booked on for April or May dates then you should have already have been contacted regarding this booking (if not please contact us on [info@matlockfarmpark.co.uk](mailto:info@matlockfarmpark.co.uk)). For children booked on to the Own a Pony Days during the summer holidays, these are set to go ahead as planned. Should the situation mean that we are closed during this time then we will contact you to re-arrange your booking.

### **What will happen with group and school bookings?**

Groups and schools already booked in are able to postpone their visit for up to 12 months of the original visit date. To discuss things further, please email [info@matlockfarmpark.co.uk](mailto:info@matlockfarmpark.co.uk) and we will endeavour to meet the specific requirements of your group.

### **When will special events be back on?**

Events until the end of April have been cancelled and we hope to be able to reschedule these in later months once we re-open. It is possible that events after this time may also need to be cancelled, depending on developments with Covid-19. Please keep checking our events page on Facebook for the most up to date information <https://www.facebook.com/pg/matlockfarmpark/events>.

### **Will The 2020 Peak District Highland Games still take place on 30th August?**

We very much hope so! This is one of the area's prime annual events and we know so many people are looking forward it - this year the games will include a women's category as well as the men's too. Planning for the date has begun, with contingencies discussed if we need to postpone the event to a later date. Again, our social media pages will keep you up to date on the latest news regarding The Peak District Highland Games.

### **Anything else?**

Please contact us by email [info@matlockfarmpark.co.uk](mailto:info@matlockfarmpark.co.uk) and we will respond as soon as we possibly can.

We thank you for your support and understanding at this difficult time and wish you and your families the best of health. Stay safe and we look forward to seeing you all again when the situation improves.

*The Matlock Farm Park Team.*