

## Pick Your Own FAQs

### Bookings

- How do I book a ticket?

Tickets must be pre-purchased online. Pre-booking is the only way to guarantee entry into the picking fields.

- Do I need to book in advance?

We recommend booking online to secure your tickets to avoid disappointment. We accept walk ins depending on availability but these aren't guaranteed. Please note, walk in tickets are priced higher than those online.

- Can I change the date of my ticket?

Tickets for pick your own are non-transferable, we advise checking the weather forecast before booking. If fruit isn't available for the day of your booking our team will assist.

- Do children need a ticket?

Children aged 2 and under get free entry. All other children and adults require a paid ticket.

- Do I need to book for every person in my group?

Yes - everyone over the age of 2, will need a valid ticket.

- What if my preferred date is sold out?

We release extra slots regularly, especially as the weekend approaches. Check our website and social channels for updates.

- Is walk-in entry available?

Walk-ins may be possible depending on availability on the day, but cannot be guaranteed. Please note walk-in tickets are priced higher, so we always recommend booking in advance.

- Is professional photography, videography & drones permitted at the festival? (photoshoots or commercial photography)

Drones are NOT permitted! Personal photography is encouraged and please tag us when posting online. For photoshoots & commercial photography please contact our office team to arrange permission. Email – [contact@craigies.co.uk](mailto:contact@craigies.co.uk)

### Fruit Availability:

- When does the PYO season start?

Usually around mid-June when the first strawberries ripen. Sign up to our newsletter or follow us on social media to be first to know.

- What fruit can I pick?

We grow a range of soft fruits through the season. See our seasonal calendar for what's available and when by visiting our Pick Your Own page on [www.craigies.co.uk](http://www.craigies.co.uk)

- How do I know if there's fruit ready before I visit?

We run a traffic light availability system on our website, updated regularly:

- Great supply ready to pick
- Limited fruit available
- Little to no fruit today

Always check before you travel.

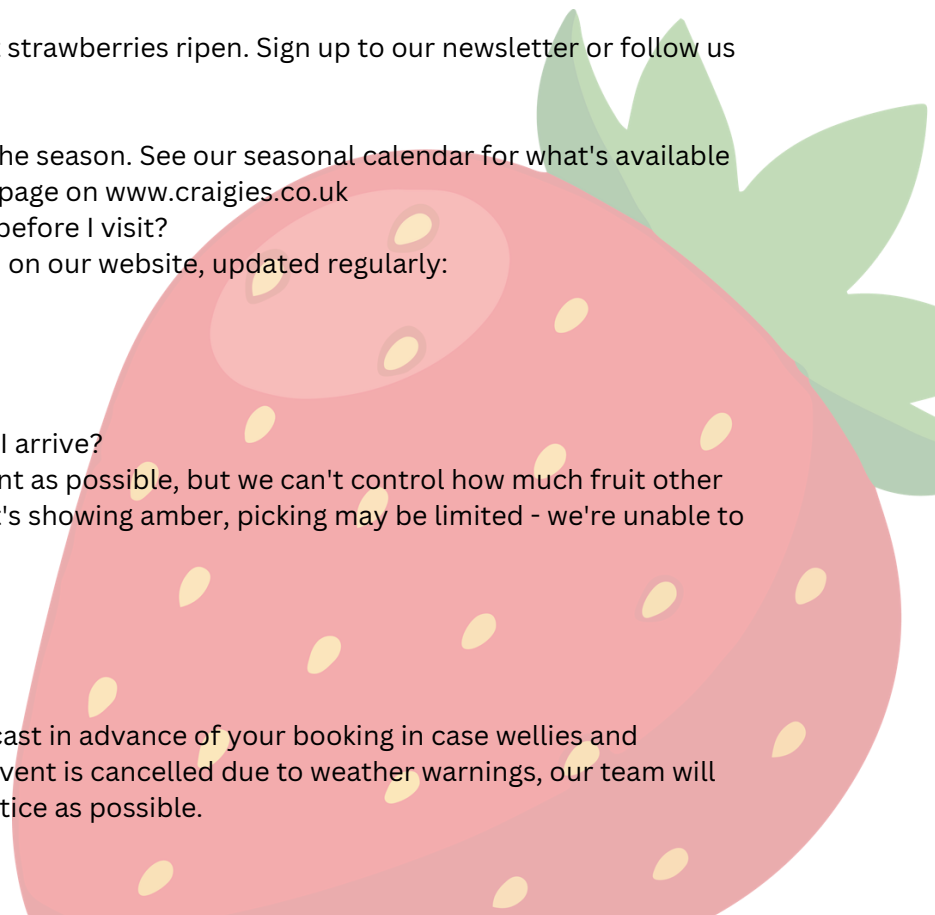
- What if there's not much fruit when I arrive?

We keep the availability report as current as possible, but we can't control how much fruit other customers pick throughout the day. If it's showing amber, picking may be limited - we're unable to offer refunds in these circumstances.

### Weather:

- Will the event be open if it rains?

Yes, we recommend checking the forecast in advance of your booking in case wellies and waterproof jackets are needed. If the event is cancelled due to weather warnings, our team will contact you directly giving as much notice as possible.



**On site Facilities:**

- Is Pick Your Own wheelchair & pram accessible?

This event takes place in a large field on the farm so the paths can become uneven and/or muddy depending on the weather conditions.

- Are there toilets & baby changing facilities?

Yes, our toilet and baby changing facilities can be found in our farm shop.

- Will there be food & drink at the event?

Yes, there will be a range of food & drink vendors on site as well as our main café.

- Is car parking available?

Yes, we have free parking available onsite, there is space for coaches, however this will be limited during peak times.

