



## **SKY PARK FARM**

To make the most of your visit, please see our frequently asked questions. Keep up to date with what's going on at Sky Park Farm on our social media channels - @skyparkfarmwestharting @Skyfest\_at\_skyparkfarm, and @skyparkbarandgrill on Facebook and Instagram and @skyparkfarmwestharting on Tik Tok, sign up to our newsletter and visit our [news and events pages](#).

### **Frequently Asked Questions**

**What are your opening hours?**

#### **Normal Opening Hours**

##### **Farm Shop & Butchery**

Monday to Sunday 9am – 5pm.

##### **The Bar & Grill:**

Monday-to Saturday 9am-11pm (Last orders 9pm).

Sundays 9am-5pm

##### **Our Visitor Centre, Adventure Playground, Farm Experience, Farm Trail**

and picnic areas are open to visitors everyday Monday to Sunday (Except Christmas Day & Boxing Day), 9am - 5pm, last entry at 4pm.

Advanced [booking](#) is recommended particular during public holidays, weekends and school holidays for Hampshire and West Sussex.

Please see our [Opening Hours](#) to keep up to date with any changes. The Farm Trail and Adventure Playground are not lit and we would advise shorter visiting hours for these areas during Winter.

### **THE BAR & GRILL, FARM SHOP, BUTCHER FAQ's**

**Is there Wheelchair access?**

Yes, we have wheelchair access to all buildings at Sky Park Farm and disabled parking bays.

**Do you have baby changing facilities and disabled toilets?**

Yes we have male and female toilets, disabled toilets and baby changing facilities in The Bar & Grill and also by the Visitor Centre.

**Do you have highchairs for babies and toddlers?**

Yes we do have highchairs available, please ask one of our team when you arrive.

**Do children need to be supervised?**

Children must be supervised by an adult at all times in our shops, café and restaurant and around the farm trail and playground. Please encourage your children to share the equipment. Sky Park Farm cannot be held responsible for any injury, howsoever caused.

**May I bring my dog?**

Assistance dogs are welcome throughout Sky Park Farm. Unfortunately, for health and safety reasons, we are unable to allow dogs into the farm, Adventure Playground area, Bar & Grill main dining area, cafe and Farm Shop. Well behaved dogs on a lead are welcome inside in The Orangery of the Bar & Grill restaurant and outside in the Bar & Grill courtyard areas. Water bowls for dogs will be provided.

**Do you charge for car parking?**

No, parking is free at Sky Park Farm.

During busy periods, we have an overflow car park and visitors will be directed to this by members of our team.

**Do I have to book a table in The Bar & Grill restaurant?**

Booking is recommended to avoid disappointment, but we will endeavour to accommodate your visit should you arrive without a booking. Weekends and Public Holidays, and particularly school holidays for Hampshire, Sky Park Farm can be busier.

**May I book a table for 6 or more people?**

Yes, please call us on 01730 634634 for bookings of more than 6 people.

**How do I book a table?**

Please book a table for [The Bar & Grill](#) via our website, The Fork website or by calling 01730 634634.

**What if I need to cancel my booking?**

Please cancel your reservation on The Fork website or by calling 01730 634634.

**Do you add service charge to the bill in The Bar & Grill?**

The card payment system allows for discretionary service charge to each bill if selected by the customer. This service charge is divided amongst all the staff who work in The Bar & Grill in a given week. Should you not be satisfied with the service you receive, please speak to a member of the team.

**Do you cater for all allergies and dietary requirements?**

Yes we can accommodate all dietary requirements but please do let our staff know in advance of your visit if possible.

**What time is last orders?**

Last orders must be taken by 9pm, Mondays to Saturdays and by 4pm on Sundays. As we have various menus, last orders may depend on the menu you're ordering from, please ask our staff or see last order information on the menu.

**Do you have free WiFi?**

Yes we have free WiFi in The Bar & Grill, Farm Shop and in the Visitor Centre. Log on to Sky Park Farm (Guest).

**Do you have an outside seating area?**

Yes, we have tables and chairs with parasols in The Courtyard and Stable Courtyard outside The Bar & Grill and Farm Shop.

**Menus & ingredients:**

We strive in all our menus to deliver delicious dishes using mainly local produce. As well as our main breakfast and main menus, we have children's Little Fawn breakfast and main menus, as well as Gluten Free and Dairy Free menus. Please ask staff on arrival for a menu to suit your requirements.

**Where does your produce in the Farm Shop, Deli and Butcher come from?**

Our mission is to provide as much local, quality produce as possible in the Farm Shop, Butcher and Deli, from within Hampshire, Surrey and Sussex as well quality international brands.

**What is your smoking policy?**

We have a no smoking policy throughout the farm but smoking is permitted in the Stable Courtyard outside the Farm Shop, please ask one of our team if you need directions.

**What payment methods do you accept?**

We accept all major credit and debit cards and advise, where possible, to make contactless or card payments. Cash payment is also accepted at all tills.

**FARM EXPERIENCE FAQ's**

**OPENING TIMES:**

**Our Visitor Centre, Adventure Playground, Farm Trail** and picnic areas are open to visitors everyday Monday – Sunday (Except Christmas Day & Boxing Day), 9am - 5pm, last entry at 4pm.

Advanced [booking](#) is recommended.

**Is there Wheelchair access?**

Yes, we have wheelchair access to all buildings at Sky Park Farm.

Outside and on the farm trail, whilst the land is flat around the farm, the ground is uneven so may not be suitable for all wheelchair users and wheelchair access to the River is limited and not advised.

We have two multi terrain wheelchairs available for use from the Visitor Centre, please phone in advance of your visit to ensure one is available and reserved for your visit. These wheelchairs are not suitable for accessing the river.

We have disabled parking bays at the nearest point to the Visitor Centre entrance.

### **Do I have to book before visiting the Farm Experience?**

Yes, ideally please book your visit online before arriving at the farm. [Bookings](#) or please call 01730 634634 if you're unable to book online.

### **How much is it to visit the Deer Farm?**

Please visit our ticket page for information. [Ticket prices](#)  
Access to The Bar & Grill, Farm Shop and butcher is free.

### **Do you offer memberships?**

Yes, annual memberships are available. Please click on this link for more information.  
[Tickets and memberships](#)

### **What does membership include?**

Our annual membership includes all year-round entry to the farm, Adventure Playground, Farm Trail and picnic areas. Members also receive a 10% discount off all purchases within the Visitor Centre gift shop (excluding admissions, memberships and gift cards).

### **Can I make a group booking for the Farm Experience?**

Yes, groups of up to 20 are welcome if you book in advance. Please visit our website to book or call 01730 634634 for more information.

### **Do you have baby changing facilities and disabled toilets?**

Yes, toilets, disabled toilets and baby changing facilities are available at the farm entrance by the Visitor Centre.

### **What is available in the Visitor Centre?**

We have light refreshments - coffee and soft drinks, sweet treats and healthy snacks available in the Visitor Centre, along with several lovely deer and gifts, children's toys, books and cards. The kiosk at our adventure playground is open during peak periods only and has a selection of hot and cold drinks, snacks and deer feed.

### **What if I need to cancel my booking?**

If you need to cancel, please do so 24 hours before your booking for a full refund. Please contact us by email [info@skyparkfarm.com](mailto:info@skyparkfarm.com) or phone us on 01730 634 634 to cancel your booking and process your refund.

### **What happens in bad or extreme weather conditions and if some or all of the Farm Experience has to close?**

We take the safety of our visitors very seriously and on the occasions where we experience extreme weather, we may close our Adventure Playground and/or the Farm Trail. We will endeavour to share last minute changes with you and if your visit is disrupted because of bad weather at the farm, please speak to one of our team.

**As a working farm, do you ever close?**

Occasionally we may have to close the Farm Experience at short notice due to adverse weather conditions, essential farm maintenance or deer management. We aim to give you as much notice as possible.

Should we have to close over your planned visit, our team will be happy to reschedule your booking. We are closed on Christmas Day and Boxing Day.

**Do you have free WiFi?**

Yes we have free WiFi in the Visitor Centre, The Bar & Grill, Farm Shop and Butcher. Log on to Sky Park Farm (Guest).

**How long does it take to walk around the farm trail and how far is the walk?**

You can access as much or as little of the trail as you like. The time it takes depends on your walking speed, but as a guide it takes about 1½ hours to walk around the whole farm trail and it is approximately 3 kilometres.

**How long can I stay at Sky Park Farm?**

You can stay at Sky Park Farm as long as you like within our opening hours.

**Where can I buy food?**

The Farm Shop and Deli have a large variety of picnic food, and you can dine in The Bar & Grill. The Visitor Centre has a selection of takeaway hot & cold drinks, snacks and treats.

**Can I buy or bring my own food?**

You can buy takeaway snacks and drinks at the Visitor Centre and from the Deli in the Farm Shop. You can bring your own picnics to eat in our outdoor areas at the farm side. There are picnic benches in the Adventure Playground and by the Dew Pond and River Rother as well as the Visitor Centre Terrace. Please dispose of your rubbish in the recycling and rubbish bins provided around the farm.

**Do you have an outside seating area?**

Yes we have tables and benches with parasols on The Terrace outside the Visitor Centre. We also have tables with benches in the Adventure Playground, at the Dew Pond and River Rother area.

**What age group is Sky Park Farm suitable for?**

All ages are welcome at Sky Park Farm and all age groups can enjoy the deer, the farm experience and the beautiful surroundings.

The Adventure Playground is suitable for all children, toddlers to big kids! There is a specific area for under 5's and a larger area for older children.

**Do children need to be supervised?**

Children must be supervised by an adult at all times in our shops, café and restaurant and around the farm trail and playground. Please encourage your children to share the equipment. Sky Park Farm cannot be held responsible for any injury, howsoever caused.

**Are there any restrictions at the Farm or Adventure Playground?**

Sky Park Farm is a working deer farm and there will be occasions where the whole farm or parts of the farm will need to be temporarily closed for operational reasons, such as moving the deer to different paddocks. In such instances, we will endeavour to give as much notice as possible.

### **What is special about the Adventure Playground?**

Our playground has been handcrafted from robinia, a splinter-proof hardwood with a greater density than oak. Each piece is individual, keeping the tree's natural shape. The design and construction have been monitored by independent playground experts, who confirm that it meets all safety standards and conforms to industry best practice.

### **Can we feed the deer?**

Yes you can feed the deer, please only feed the deer the special deer food available to purchase in the Visitor Centre. Deer have a limited diet. To prevent illness, please do not feed the deer anything else.

### **When and where can we feed the deer?**

It is possible to feed the deer at any point along the fence lines around the park. Some of our deer are sometimes shy and may not want to take food but will be happy to eat it from the ground if you throw it into the paddocks.

We also have a specifically designed feeding area near The Terrace.

Please ask our Sky Park Rangers or Visitor Centre staff if you have any questions. They'll be around the farm during your visit.

### **Where can I wash my hands?**

Hand washing facilities in our toilet blocks at the Visitor Centre and The Bar & Grill. We also have hand washing stations available outside in the Adventure Playground, at the deer feeding station and the Dew Pond. There are hand sanitiser dispensers available at the Visitor Centre, Farm Shop and The Bar & Grill.

### **What clothes and footwear are appropriate for walking around the farm?**

Suitable clothing and footwear for the weather conditions and time of year is advised. The farm experience offers little shelter from the weather so please bring appropriate clothing for the weather conditions. Hoggins (large, compacted gravel) paths are in place around the majority of the trail and grass paths are found near the river and dew pond. Sandals are not advised.

### **What do I do if I have lost something at the farm?**

All lost property is brought to the reception at the visitor centre at the end of the day. If you think you have lost something, please call 01730 634634 or email [info@skyparkfarm.com](mailto:info@skyparkfarm.com) to see if we have your item. If we have your item, we will need your name and number and who is picking it up, if you are emailing us please do let us know the day of your visit. We keep lost property for two months and then donate relevant items to the local charity shop.

### **Can I buy a gift voucher?**

Yes, you can purchase gift vouchers for Sky Park Farm, please ask a member of our team either at the Visitor Centre or at the till point in the Farm Shop and they will be happy to help you.

**Can I book a school trip?**

Yes, please contact [info@skyparkfam.com](mailto:info@skyparkfam.com) for more information.

**Can I book the Education Centre for an event?**

Yes, the Deer Hub can be hired to host educational visits, meetings, presentations and birthday parties. Sky Park Farm also offer children's [birthday parties](#), please see our website for the package available.. Please email our Business & Promotions Manager, [shaleena@skyparkfarm.com](mailto:shaleena@skyparkfarm.com) or call us on 01730 634634.

**Where do I park if the car park is full?**

There is a large car park for Farm Experience visitors just beyond the main entrance to Sky Park Farm. Our staff will signpost you to this car park during busy times.

**Do you have a first aider?**

Yes, there are first aiders on the site at all times, and we have first aid equipment in the Visitor Centre and The Bar & Grill.

**Water Safety Information:**

River Rother: please be advised that there are steep banks by the river. The river is fast flowing and deep in places. The water may look calm on the surface but there can be strong undercurrents. Swimming or playing in the water is not permitted under any circumstances. Please do not go too close to the water's edge and always keep a watchful eye on your children. Sky Park Farm cannot be held responsible for any injury howsoever caused.

Dew Pond: please be advised that playing in the water is not permitted under any circumstances. Please do not go too close to the water's edge and always keep a watchful eye on your children. Sky Park Farm cannot be held responsible for any injury howsoever caused.

**Will we get turned away if you're too busy?**

We will always try and accommodate your visit, but it is advisable to book in advance of travelling to Sky Park Farm to avoid disappointment for the Farm Experience and The Bar & Grill.

**What is your smoking policy?**

We have a no smoking policy throughout the farm and within all the buildings, but smoking is permitted in the Stable Courtyard outside the Farm Shop, please ask one of our team if you need directions.

**What payment methods do you accept?**

We accept all major credit and debit cards and advise, where possible, to make contactless or card payments. Cash payments are accepted in the Visitor Centre, Farm Shop and The Bar & Grill.

**Can I take photographs during my visit to Sky Park Farm?**

Visitors are welcome to take photographs for personal use whilst at Sky Park Farm. Should you wish to use images for commercial use please request permission from staff in the Visitor Centre.

**What is Sky Park Farm doing to help the environment?**

We are very aware of the part that we play in helping the environment and have ensured we are as environmentally friendly as possible. We use recyclable products and minimise waste and recycle all that we can.

We have planted many trees and take great care of the land at Sky Park Farm, enhancing the natural environment and beauty.