

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 on Facebook and Instagram and visit our [news and events pages](#).

## Frequently Asked Questions

### GRAZING ROOMS, FARM SHOP, BUTCHER

What are your opening times and days?

#### **Farm Shop**

Monday to Saturday 9am – 5pm, Sunday 8am – 4.30pm

#### **Butcher:**

Wednesday to Saturday 9am – 5pm, Sunday 8am – 4.30pm. Our own pre-packed meats will be available in our fridges all week.

#### **The Grazing Rooms:**

Closed Monday and Tuesday but there is a large selection of drinks, snacks and light bites available to have at the Grazing Rooms bar, but the kitchen is closed.

Advanced [booking](#) is recommended.

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

picnic areas are open to visitors every Tuesday - Sunday, 9am -5pm.

Advanced [booking](#) is recommended.

Farm opening hours will be reduced during winter months when daylight is more limited. Please see our [Opening Hours](#) to keep up to date with any changes.

#### **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 Grazing Rooms and also by the Visitor Centre.

#### **Do you have high chairs for babies and toddlers?**

Yes we do have high chairs 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 and cafe 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.

**Do you have a buggy park?**

Yes we have a sheltered buggy park area opposite the entrance to the Farm Shop and The Grazing Rooms.

**Can 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 Experience, Adventure Playground, The Grazing Rooms cafe, Farm Shop and Butcher.**

Well behaved dogs are welcome outside of The Grazing Rooms in the Courtyard and Stable Courtyard and on The Terrace by the Visitor Centre. 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 Grazing Rooms?**

Booking is recommended to avoid disappointment, but we will endeavour to accommodate your visit should you arrive without a booking. [Click here](#) to make a table reservation.

**Can I book a table for more than 6 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 Grazing Rooms 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 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 for food from our menu should be placed thirty minutes before closing time.

**Do you have free WiFi?**

Yes, we have free WiFi in the The Grazing Rooms cafe, 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 Grazing Rooms and Farm Shop.

**Menus & ingredients:**

We strive in all our menus to deliver delicious dishes using mainly local produce. We endeavour for 40% of our food to be supplied from within 30 miles of Sky Park Farm and 40% from within Hampshire, Surrey and Sussex.

We have a children's menu.

**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. We have a mission to provide at least 40% of the produce from within 30 miles of Sky Park Farm, with another 40% from within Hampshire, Surrey and Sussex. On many occasions we will exceed this.

**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 in the Farm Shop and The Grazing Rooms.

**FARM EXPERIENCE****OPENING TIMES:**

**Our Visitor Centre, Adventure Playground, Farm Experience, Farm Trail and picnic areas are open to visitors every Tuesday - Sunday, 9am -5pm.**

Advanced [booking](#) is recommended.

Farm opening hours will be reduced during winter months when daylight is more limited. Please see our [Opening Hours](#) to keep up to date with any changes.

### **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. [Please see our accessibility guide for more information.](#)

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 I visit the Farm and Adventure Playground?**

Yes, 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 Grazing Rooms, 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.

### **How do I book tickets when I have a membership?**

On the Visit Us page of our website, click Book Tickets and then press Click Here To Book Your Tickets. Select the day you want to visit, then click through to the number of tickets you require. Enter the number of Deer Friends Members Day Tickets you require and click Confirm Order. On the next page enter your membership number in the box as indicated in the images below. You'll find your membership number on your Deer Friends membership card under your name. See the image below example for guidance. Click continue and fill in your billing details (name, address and email address only) and press continue. If you only have membership tickets in your basket then the amount to pay will be £0. Confirm your tickets and you'll receive an email confirmation. If you do not an email receive confirmation within 30 minutes of placing your booking then check your spam/junk folder.

## Entrance ticket for Deer Friends members

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Make your selections and press the Update Basket button

DESCRIPTION	QUANTITY	PRICE	AMOUNT
<b>Deer Friends Members Day Ticket</b> Entrance ticket for Deer Friends members Farm Admission - Last Entry 4pm 26/10/2021 9:00 am	1	£0.00	£0.00

Question: Please enter your Deer Friends membership number

Total    £0.00

Discount Code:     **APPLY CODE**

**START OVER**    **BACK**    **UPDATE BASKET**    **CONTINUE**



### Can I make a group booking for the Farm Experience and Adventure Playground?

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, sandwiches, sweet treats and healthy snacks available in the Visitor Centre, along with a number of lovely deer and other gifts, children's clothes, books and cards.

### **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.

### **Do you have free WiFi?**

Yes we have free WiFi in the Visitor Centre, The Grazing Rooms cafe, 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 1 ½ 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 Visitor Centre offers sandwiches, drinks, ice creams, sweet treats and healthy snacks.

The Farm Shop and Deli also has a large variety of picnic food and you can dine in The Grazing Rooms cafe.

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

You can buy sandwiches, snacks and drinks at the Visitor Centre. You can bring your own picnics to eat in our outdoor areas at the farm, there are picnic benches at the Dew Pond and by the River Rother. Please dispose of your rubbish in the rubbish and recycling 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 picnic tables at the Dew Pond and River Rother picnic 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 and cafe 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.

### **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 and 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 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 Grazing Rooms. 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 Grazing Rooms.

### **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. Hoggin (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 of course, 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 host education and other events. Please email us [info@skyparkfarm.com](mailto:info@skyparkfarm.com) or call us on 01730 634634.

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

There is an overflow car park that our staff will signpost you to if and when necessary.

**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 Grazing Rooms.

**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 keep a watchful eye on your children at all times. 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 keep a watchful eye on your children at all times. Sky Park Farm cannot be held responsible for any injury howsoever caused.

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

We will also 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 Grazing Rooms.

**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. However, cash payments will be accepted in the Visitor Centre, Farm Shop and The Grazing Rooms, if required.

**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.

**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.