



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 on Facebook and Instagram, 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

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

Butcher:

Monday to Saturday 9am – 5pm, Sunday 8am – 4.30pm. Our own pre-packed meats will be available in our fridges all week and our Butcher is available Wednesday - Sunday to answer any questions.

The Grazing Rooms:

Wednesday - Saturday 9am - 5pm, Sunday 9am - 4.30pm. Last orders one hour before closing.

On Monday and Tuesday there is a large selection of drinks, cakes and light snacks available from The Grazing Rooms bar and Deli.

Our Visitor Centre, Adventure Playground, Farm Experience, Farm Trail and picnic areas are open to visitors every Tuesday - Sunday, 9am - 5pm, last entry at 3pm. Advanced [booking](#) is recommended.

During children's school holidays and bank holidays we often open seven days a week. Check the banner on our website and the bookings page for more information.

Farm Experience opening hours change during the year in line with daylight hours. Please see our [Opening Hours](#) to keep up to date with any changes. The Farm Trail and Adventure Playground are not lit.

For information about sustainability at Sky Park Farm, please see pages 8 & 9 of this document.

THE GRAZING ROOMS, 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 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 Grazings 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.

Can 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 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 add service charge to the bill in The Grazing Rooms?

Yes we add a 10% discretionary service charge to each bill in The Grazing Rooms. This service charge is divided amongst all the staff who work in The Grazing Rooms in a given week. Should you not be satisfied with the service you receive and wish to have this charge removed from your bill, 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 one hour before closing. 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 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 children's breakfast and lunch menus.

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 FAQ's

OPENING TIMES:

Our Visitor Centre, Adventure Playground, Farm Trail and picnic areas are open to visitors every Tuesday - Sunday, 9am - 5pm, last entry at 3pm.

Advanced [booking](#) is recommended.

During children's state school holidays we open seven days a week, please check the banner on our website and bookings page for these dates.

Farm opening hours will change in line with daylight hours. 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 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 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.

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, 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 or phone us on 01730 634 634 to cancel your booking and process your refund.

What happens in bad or extreme weather conditions and 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 as a consequence 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.

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 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 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 and from the Deli in the Farm Shop. You can bring your own picnics to eat in our outdoor areas at the farm, there are

picnic benches in the Adventure Playground and by the Dew Pond and River Rother. 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 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.

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 has been monitored by independent playground experts, who confirm that it meets all safety standards and conforms to industry best practice.

Our in-house team, with support from specialists, designed and built the playground and continue to work on the Treetop Towers addition. We have been hit by delays in completing this new feature to our woodland wonderland but are working hard to get this finished for children to enjoy as soon as possible. Completing this feature to the high standards we have and with supply issues impacting our progress, has meant the Treetop Towers will be open later than we had planned.

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 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 for more information.

Can I book the Education Centre for an event?

Yes, the Deer Hub can be hired to host educational and other events. Please email us info@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 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.

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.

SUSTAINABILITY AT SKY PARK FARM

Sky Park Farm is committed to sustainable operations as a guiding principle across all areas of our business. Concern for the environment is an integral and fundamental part of this commitment. Our aim is to reduce the impact on the environment from our operations.

Our mission is to educate our visitors about the benefits of sustainable living, demonstrating in our own business practice the ways in which this can be achieved.

- Local suppliers:
 - At the core of our business is our farmed venison - culled and butchered on site and sold at the Butcher counter

- We champion local suppliers across all aspects of its business, and our mission is to deliver 40% of our food offer from within 30 miles, with a further 40% from within Hampshire, Surrey and Sussex.
- Encouraging Sustainable Shopping:
 - In our Farm Shop we have a milk vending machine where customers are encouraged to return recyclable glass bottles and refill either oat or cow's milk - sourced from local suppliers
 - We offer refillable dry grocery goods such as pasta, pulses and cereals
 - We have created an Observation Beehive in our Farm Shop to educate visitors about the importance of beekeeping, and continue to extend our Apiary so we can supply local honey.
 - Our coffee and tea is Fairtrade
- Visitor Experience:
 - We encourage visitors to dispose their rubbish responsibly in the specific relevant bins provided
 - We encourage our customers to use our recyclable paper or hessian bags
 - We use paper straws, cups, packaging and recyclable products where appropriate
 - Our disposable cutlery is all biodegradable and compostable
 - Our take away coffee cups and take away food boxes can be recycled.
 - Our toilet paper is 100% recycled.
 - We welcome visitors that bring their own reusable cups
- Our Business Operations
 - As much as possible, waste is recycled
 - We aim to employ our staff from within the area, minimising travel to work
- Education
 - We create marketing information available to visitors championing local suppliers and reinforcing the importance of sustainability
 - We educate our children by hosting school and unformed trips with a strong environmental theme to the workshops
- Community support
 - We support local communities as often as we can - whether through sponsorship of a local community bus, or donation of prizes for local fundraising events.
 - We donate surplus food to local homeless charities.

As we grow and evolve our business, all our operations and business practices will be grounded in sustainability principles.