



2023 Fall Festival Weekday Group Reservations

Terms & Conditions

1. Reservations are not required for groups. Groups without reservations are welcome every day. See coxfarms.com for information and tips.
2. Weekday group reservations are available on most Mondays, Thursdays and Fridays between September 28 - November 6; also Tuesday, November 7. Reservations are accepted between 10am – 3pm (10am - 2pm in November).
3. Weekday Group Reservations are available for weekday groups of at least 20 people who will enter the Fall Festival together and pay with a single payment.
4. There are no discounts for large groups, chaperones, teachers, etc. Everyone 2 years and older entering the Fall Festival grounds pays the same admission. Children younger than 24 months are free.
5. A Weekday Group Reservation offers your group:
 - a. Assigned arrival & entry time.
 - b. Fast group check-in with a single payment.
 - c. The option to receive your admission tickets in advance (through the mail or to pick up at Customer Service).
 - d. Goat food tickets
6. Reservations. Weekday Group Reservations are made quickly, easily and securely online. Assistance is available through our Reservations department (reservations@coxfarms.com or leave a voice message at 703-830-4121). Space for groups is limited, so please book early.
7. Deposit. A Weekday Group Reservation requires a \$50 deposit, payable at time of booking. Online reservations are confirmed immediately by email after submitting credit card payment. In some cases, a school or company check may be accepted for the deposit, but such reservations cannot be confirmed until the \$50 deposit is received. **Please ensure your group name and date of visit is noted on your check**, no personal checks are accepted.
8. Unconfirmed Reservations: Reservation requests are automatically canceled if the \$50 deposit has not been received within ten days.
9. Payment of Remaining Balance. The remaining balance must be paid in full (*preferred method) before tickets are issued and the group is admitted to the Fall Festival. To remit your remaining balance, please contact our Reservations department at 703.830.4121 with payment information. If paying your balance by check (payable to Cox Farms), please mail to Cox Farms Reservations, 15621 Braddock Road, Centreville VA 20120. **Please ensure your group name is noted on your check** (no personal checks are accepted).

- a. *If the balance due is paid **at least 14 days in advance** of your visit, you have the option of having your admission bands mailed to you or available for pick-up at Customer Service (indicate your preference when payment is made).
 - b. *If the balance due is paid **between 2-13 days prior to** your visit, you may pick up your tickets at Customer Service (prior notice needed) or we will have your wristbands waiting for you at the Windmill Check-in Area when your group arrives at the festival.
 - c. If the balance due is paid **less than 24 hours in advance or on arrival** at the Fall Festival, please send a representative to the Windmill Check-in Area to pay and get your admission bands for your group.
10. Change of Date/Arrival Time/ Group Size: If you need to make changes to your reservation after it has been confirmed, including changes to date or arrival time, please do so by contacting reservations@coxfarms.com
 11. Additional Tickets. Additional admission tickets for the group must be added/purchased in advance; numbers may be adjusted to the group at check-in, at the discretion of Cox Farms. If parents or chaperones will be expected to purchase their own tickets, they must be purchased online in advance.
 12. Pre-paid guests arriving late. If your group has stragglers - people attending who are driving separately, running late, etc., please write their names on the back of the extra wristbands and leave them at Customer Service for pick-up by guests as they arrive. It is the group leader's responsibility to let guests know who has been pre-paid.
 13. Refunds/Credits for Unused Tickets. Adjustments for "no shows", unused tickets or any refunds/credits may be arranged at any time up to 6pm on the day of the group visit. If payment was made by credit card, this same card will be credited; please send the credit card used for purchase with your representative to facilitate refunds. If payment was made by school or company check, Cox Farms will issue a refund check to the school/ company within ten business days.
 14. Rain policy. If the Fall Festival does not open on the scheduled day due to rain (or for any other reason), this information is posted at coxfarms.com and on our Info Line (703-830-4121) by 7:30am that morning. In this situation, the Weekday Group has the choice to reschedule or get a full refund. If the Fall Festival is forced to close *during* the group's visit due to rain (or for any other reason), then we will issue rain checks, in line with Cox Farms rain policy.
 15. Cancellation. If the Weekday Group cancels their Fall Festival visit up to 48 hours before the scheduled visit, they are entitled to a full refund of their deposit and any payments made. If a cancellation is made with less than 48 hours' notice before the scheduled visit or a group does not show up, a refund is made minus a \$50 administration fee.
 16. Group Leader. To facilitate communications and ensure a successful visit, the Weekday Group will appoint a group leader for their visit to the Fall Festival. It is this group leader who Cox Farms will contact on all matters relating to the visit.
 17. Chaperones and Supervision. It is the responsibility of the group leader to ensure that any children in the group are adequately chaperoned, including having a reasonable number of responsible adults supervising the children at all times. Cox Farms reserves the right to refuse admission or to expel from the Festival anyone who is not adequately chaperoned and supervised.
 18. Other policies. All Cox Farms Fall Festival policies apply to Weekday Groups including: No pets, No alcohol, No recreational drugs, No firearms/weapons, No unaccompanied children under 14 years of age.
 19. Variation. Any variation from these standard Terms & Conditions must be agreed in writing by the Weekday Group and by Cox Farms in advance of the scheduled event.

Questions?

[**Reservations@coxfarms.com**](mailto:Reservations@coxfarms.com)

Or leave a voice message for Reservations at 703 830 4121 x4