

## FAQ's

- **Do we have to pre book online?**

No. For the best prices, you can pre book in advance, however you can also purchase tickets when you arrive.

- **Are the gardens wheelchair/scooter accessible?**

Being mostly made up of natural ground the gardens can sometimes get muddy patches, however there are routes through the gardens which a wheelchair can access regularly at most times of the year.

- **Can we hire an electric mobility scooter from you?**

Yes. We have 5 electric scooters available. They are available for a £5 hire charge but no time limit on them, so you can use them as long as needed. If you haven't used one before, you'll need to fill out a disclaimer from before departing.

- **Do you allow dogs in the gardens?**

Yes. We love seeing dogs in the gardens, but they **must** be always kept on a short lead while on site. This is for the protection of the dogs, the wildlife, and other visitors. We want everyone to feel comfortable. The only area dogs are not allowed is inside the tearoom, we have undercover seating on our veranda or wooden huts in the picnic area.

- **Who can get a concession ticket?**

We offer a lower concession price for various groups. 60 years and over, Students (with a valid student card), NHS and blue lights card holders (with valid id cards), Carers (with a valid carers card) and people with mental or physical impairments.

- **Do you accept the 2 for 1 gardeners world voucher?**

Yes. We are pleased to be a member of the gardener's world scheme and offer a standard 2 for 1 price. This voucher price is standard so doesn't include a concession rate.

- **Are you RHS members?**

No, our only other garden partner is Gardeners World at this time.

**Are there toilets in the gardens?**

At the moment no. We have the structure in place, and we are currently working on funding to get water down there. Once this has been done, we will then have 2 disabled access toilets available.

- **Do you have accessible toilets and baby changing facilities?**

Yes. We have an accessible toilet in the block located on the car park an accessible toilet and baby changing facilities in the tearoom.

- **When do your boat trips run?**

Our boat trips begin running from Mother's Day weekend until the first weekend in October. These run weather permitting, and we decide by 9am if they will run or not. If the weather looks iffy, please call us after 9 to check prior to your visit.

- **Can we bring a picnic to gardens?**

Yes. We have some beautiful areas to enjoy your picnic through the woodland. We request that you dispose of your litter respectfully in the bins provided. You can see the locations of these on the maps we give out. We do not allow picnics to be consumed inside the tearoom.

- **What if we're early or late?**

Don't worry. We try and be flexible so call us if you'll be late or speak to a member of staff if you are early and we will aim to adjust your booking.

- **I'm a carer do I go free?**

We do not do free entry for carers, but you can book the cheaper concession ticket.

- **How long will my walk take?**

We want you to spend as long as possible here at Fairhaven. We would allow between an hour and 30 minutes to 2 hours for a walk around our woodland. This time includes every path at a very slow pace, to allow you time to stop and take in the surroundings.