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# Castle FARM

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KENT, 1892

## CASTLE FARM EXPERIENCE GIFT CARDS

### GIFT CARD TERMS & CONDITIONS

1. Experience gift cards are designed to be used for our Lavender Picnic Events which take place in July.
2. Gift Card purchase does not guarantee date – it is recipient responsibility to book appropriate date and time once tickets are released in late June. Gift Card Code can be used at check out.
3. Please note the Lavender Picnic event is a BYO event – there is no food included in the ticket price, you are welcome to bring your own picnic and additional drinks – but stalls will operate in the event field.
4. As an alternative to the experience, if wished, the monetary value of the card can be used in the farm shop or online store.
5. The Castle Farm Gift Card / online Gift Code is not a cheque guarantee, credit or charge card.
6. Gift Cards / Codes can be used to redeem against products in the farm shop (The Hop Shop), or in our online shop [castlefarmkent.co.uk](http://castlefarmkent.co.uk).
7. Gift Cards / Codes can be used as full or part payment. If the value of a purchase exceeds the value of the Gift Card then the remainder can be paid with a debit or credit card. If the value of the purchase is less than the value of the Gift Card the remaining balance goes onto the original Gift Card / Code.
8. Gift Cards / Codes cannot be used to purchase Gift Cards.
9. Gift Cards / Codes cannot be refunded.
10. Gift Cards / Codes cannot be exchanged for cash.
11. Gift Cards / Codes can be used against products, or tickets for workshops and events, however availability of tickets is not guaranteed. If using for a

ticketed event, please ensure you purchase in plenty of time when tickets are released as our events sell out fast.

12. Gift Cards / Codes are valid for 12 months from the date of issue unless otherwise stated.
13. Gift Cards / Codes purchased will be sent out by Royal Mail. The unique code needs to be entered into the online store at checkout to redeem. The Gift Code or QR code can also be used in the Farm Shop when shown to the team at check out.
14. Gift Cards / Codes ordered in the shop will be presented as a unique code (and QR code) on a card in a card wallet. The code can be used to redeem against products in The Hop Shop, or can be entered at checkout in our online shop [castlefarmkent.co.uk](http://castlefarmkent.co.uk).
15. If a Gift Card / Code is lost or stolen, Castle Farm is only able to replace or reimburse the gift card if the original code can be identified and cancelled. Only the balance remaining when the card was reported lost or stolen will be reimbursed.
16. Castle Farm cannot be held responsible for the unauthorised use of a Gift Card / Code where the code has been knowingly or unknowingly disclosed to another party.
17. If a product purchased with a Gift Card / Code is returned, the value of the return will be refunded on to the Gift Card / Code used for payment, providing the Gift Card is still active. If the Gift Card / Code is inactive, a new Gift Card will be issued to the value of the returned item(s). If a refund is required for a purchase which was paid for using a Gift Card / Code combined with another method of payment, the refund amount will be credited to the original or new gift card in the first instance, and if the total to be refunded is more than originally paid using the gift card, any outstanding balance will be refunded to the other payment method used.
18. Gift Card / Codes remain the property of Castle Farm who has the sole right to cancel a Gift Card if deemed necessary.