



## **Cancellation of The Enchanted Christmas Journey and New Event Announcement 9<sup>th</sup> November 2020**

Dear Members and Visitors of Mead Open Farm,

It is with regret that, due to various factors outside of our control, we have had to make the decision to cancel The Enchanted Christmas Journey at Mead Open Farm.

### **Why are we changing the event?**

We have been monitoring the government restrictions and decided the best thing to do is let the customer book in their family groups. Although there is no change with the rule of maximum of 6, we want to create an event that can work with potential new restrictions - this now means you can book for between 2 and 6 people.

This was not a decision we took lightly and apologise for any disappointment this may cause, however, despite selling nearly all the tickets, we will be issuing full refunds and will be running a replacement Christmas Event – Santa's Rooftop Ramble. Please visit our website for all the information about our new event.

### **What happens if I have booked the Enchanted Christmas Journey?**

Rest assured, we will be issuing FULL REFUNDS today (Monday 9th November) which will be in your account within 7 days. We thank you for making your booking and of course your continued support during these difficult times. All those who have booked the Enchanted Christmas Journey have been notified by email and will also receive 48 Hours Advanced Booking for Santa's Rooftop Ramble.

**Matt and Sue Heast - Owners of Mead Open Farm**