

Frequently Asked Questions
(as of September 9, 2020)

- **WHEN IS THE BEST TIME TO VISIT THE FARM?** We highly recommend that guests visit early in the month and/or on weekdays. The farm is much less busy during the week and during the first two weekends of the month.
- **When will the farm be open?** The PumpkinMaze is open daily from October 3rd thru October 31st. It is likely that Holidays on the Farm will not be open in 2020.
- **What hours is the farm open?** The farm is open DAILY as follows:
 - Monday thru Thursday – Noon until 8pm (last entry at 7pm)
 - Friday – Noon until 9pm (last entry at 8pm)
 - Saturday – 10am until 9pm (last entry at 8pm)
 - Sunday – 10am until 8pm (last entry at 7pm)
- **How much does it cost to get in? What is the price of the General Admission Ticket?**
 - Monday thru Thursday - \$15.00
 - Friday thru Sunday - \$17.00
 - Children under 2 years old are FREE
- **What activities are at the farm this year?**
 - FREE PARKING
 - Corn Maze
 - Haunted House
 - Pumpkin Patch
 - Train
 - Blasters (additional charge)
 - Bakery
 - Food Booths
 - Vendor Area
 - Pull-up Bar Challenge
 - Animal Displays
 - Pony Rides (additional charge)
 - Kiddie Area
 - Tire Pyramid
 - Western Town
 - Gem Mining (additional charge)
 - Pillow Jumping
 - Pumpkin Go-Round
 - Rat Rollers
 - Pumpkin Painting (additional charge)
 - Ball Toss
 - Giant Slide
 - Amish Toys
 - Speedway
 - Haunted Village (a replacement for the Pirate Show)
- **Can I buy tickets on line?** Yes, we encourage you to buy tickets online. When coming to the farm, please look for signs showing the E-Ticket entry location that will allow you to bypass the Main Ticket Booth. Get TICKETS here: <https://pumpkinmaze.com/tickets/>
- **Can we still walk up to buy tickets?** Yes, our Main Ticket Booth will be open for same day walk-up tickets. Tickets cannot be purchased for a future date at the Main Ticket Booth.
- **Will the farm ever get sold out and stop letting people in?** It is possible that we may need to limit the ticket sales depending upon how crowded it gets on the farm. This is why we encourage you to come early in the month and/or to come during the week. It is highly likely this situation would only occur during one of the last weekends. However, because we limit on-line ticket sales, your on-line ticket will always be honored on the specific date it is purchased for. Always check on-line ticket sales for availability.
- **If I buy a ticket online, what happens if I cannot attend that day?** Tickets are good for a specific day and are non-refundable except if the farm has to close for some reason (e.g. weather) before you validate your ticket that day. If you cannot attend on your ticketed day for an emergency, please email the farm at info@pumpkinmaze.com and we will address your refund request after the farm closes in November. There will be no refunds processed during the month of October.
- **Are some things NOT included in the General Admission price? What do I have to pay extra for?** All of the attractions listed above are included in the General Admission price except where the additional charge is noted.
- **Will any attractions that are normally open be closed this year?** Due to restrictions from COVID-19, the following attractions will not be open: Hay Rides, Mystery Tour, Zip Lines, Walk the Plank, Face Painting, Mini Wheel, Cider Hill (Beer, Wine and Pizza), Pig Races, Pirate Show, Fire Pits.
- **Are there season passes?** No. We are not offering season passes in 2020.
- **Can we make reservations for a group gathering, corporate event or party?** We are not scheduling parties or group events this year
- **Are face coverings required when visiting the farm?** Yes. We are requiring a face mask or shield be worn by anyone entering the farm and to be worn throughout your entire visit. If you don't follow this rule, you will be asked to leave. Exceptions apply to children younger than 2 years old. **PLEASE CLICK HERE TO READ THE COMPLETE RECOMMENDATIONS.**
<https://pumpkinmaze.com/wp-content/uploads/2020/09/POLICY-for-Who-Should-Not-Wear-A-Face-Mask-alternatives-and-Who-Should-Use-a-Face-Shield.pdf>
 - **Can I wear a Face shield instead of a face mask?** Face shields are acceptable in place of a face mask.
 - **Do children have to wear face coverings?** Any child 2 years and older is required to wear a face covering.
 - **Are face coverings required for people with disabilities/health issues?** Please see complete policy.
- **Is there going to be a limit on the number of guests allowed to attend at any given time?** Attendance will be limited to allow for social distancing. The farm has over 50 acres of space.
- **How are you keeping the farm safe?** The farm contains more than 50 acres of open space. This is equivalent to over 50 full football fields. We are following all California Department of Health Guidelines for Family Entertainment industries. We are additionally following guidelines for specific industries that apply to individual locations (for example, we will apply guidelines for take-out food restaurants at all of our food booths). Among other measures, COVID-19 guidelines and protocols include the wearing of face masks, social distancing, hand washing, and cleaning of often used surfaces. *Click here for additional details:* <https://pumpkinmaze.com/wp-content/uploads/2020/09/Formated-1st-part-of-DellOsso-Family-Farm-COVID-19-Prevention-in-the-Workplace-Area-Plan-web.pdf>
- **Are you accepting vendors this year?** – We will have some vendors for our guests' enjoyment but we are not accepting any more applications.
- **Are you accepting Employment Applications?** – Of course! We always welcome new team members. Applications can be found on our website under the Contact tab on the Home page.