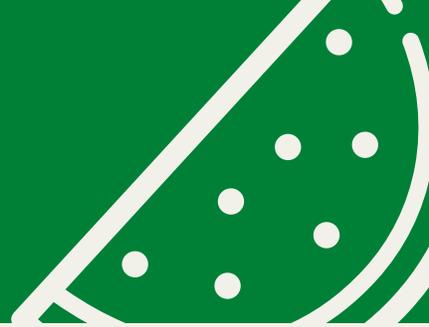




# PICK YOUR OWN RULES FOR 2020



Due to Covid-19, farm operations have changed. The health and safety of our customers and employees is our highest priority. Please read carefully to learn how to safely and successfully participate in picking your own apples and pumpkins at our farm this year.

This year has been challenging for all and we are still learning and adapting to meet our challenges. We are following guidelines set forth by the CDC and state and local governmental agencies. We have implemented our own guidelines to reflect mandated policies and to provide safe and enjoyable experience to as many visitors as possible. Your patience, kindness, and understanding is appreciated as we navigate through our new systems.

## **Covid Notice:**

- If you have a cough or fever or are feeling sick DO NOT visit our farm.
- All guests age 2 or older must wear a mask at all times on our property.
- 6' social distancing must be maintained.
- Hand sanitizer is available and should be used before and after picking.

**Reservations are required** for entrance to our fields. If you don't make a reservation, you may not be able to pick.

- We offer a limited number of reservations per day to maintain social distancing.
- Reservations are typically posted 1-2 days in advance.
- Availability will vary based on crops and weather conditions.
- Please limit the number of attendees in your group. Children must stay close to their guardians. No more than 2 children per adult. Children under 16 must be accompanied by an adult.

## **Tuesday-Friday 11am-4pm\***

### **Drive Yourself**

- Pull into a curbside spot and give us a call. We'll ask for your last name and space number. An employee will greet you, complete your purchase and give you directions to drive yourself to the appropriate field.
- If we get busy, we'll have an employee stationed at the stop sign in the playground.
- Pick only in designated areas or rows. We make this request for your safety. Do not wander away from the designated areas.

## **Saturday, Sunday, and Holidays (9/28, 10/12) 9am-5pm\***

### **Ride our shuttle - operating at 50% capacity**

- Park in "Event Parking" lot.
- Walk to the Red Shed (located in our playground area) and check in. Pay for your container(s) and we'll give you tickets to ride the shuttle.
- When we are offering shuttle service, all visitors registered to pick must ride our shuttle to enter our fields.
- Walking to or from our fields is not permitted. Our shuttle runs continuously and will stop at designated locations only.
- Follow instructions from all employees. Directions will change based on field conditions and crop availability.

*\*Our fields close promptly. Please be mindful of the time so you are not locked inside our fence.\**

## **Pumpkin Picking - Sept. 12-Oct. 31**

### **Fri, Sat, & Sun**

- Reserve online for \$2 field access fee.
- Drive yourself on Fri
- Ride the shuttle on Saturday or Sunday
- Pay for all pumpkins in the field

## **Apple Picking**

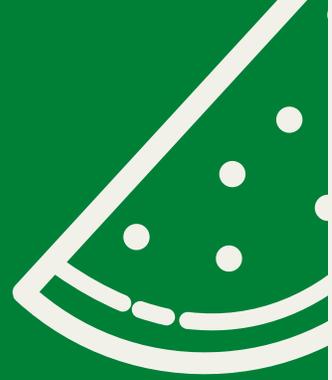
- Current picking container for apples is 1 peck. This will hold about 20 apples or about 10-12lbs of apples. 2 pecks = ½ bushel
- One container must be purchased for each 5 people in your group. Example: if there are 6 people over age 3 in your group you must purchase at least 2 containers prior to picking.
- Additional containers may be purchased from our field attendant.
- Stop picking once your container is full. You are not permitted to carry out additional fruit that will not fit into your paid container or you will be asked to purchase an additional container.
- Backpacks, shoulder bags or any other kind of bag is not permitted in our orchard due to high prevalence of theft. Any bag brought into our farm is subject to search by our employees. Taking additional items from our farm without payment is shoplifting.
- Customers will have 30 minutes to pick. Please be respectful of your time to allow others to enjoy theirs.
- All items picked must be taken by the customer and purchased.
- Produce must not be touched or picked unless purchasing.
- Eating produce in the fields is prohibited. Wash your hands and apples before eating.

## **Observe all other rules on Our Farm**

- Outside food will not be permitted at the farm or in the fields
- NO DOGS except service dogs are allowed on our shuttle or in our fields due to USDA regulations. Comfort and emotional support animals are not qualified as service animals as per ADA. We can refuse any pet whose function is not that of a qualified service animal.
- Smoking, including e-cigarettes, on our farm is prohibited.
- PYO fields will be open while supplies last and may close if weather conditions are unfavorable.
- Tickets are required to ride our shuttle. If you prepaid for field admittance, then we will give you tickets at check-in for the number you purchased.
- We offer self-drive picking options during the week when we are not operating our shuttle service.
- Our wagons in the pumpkin patch are not designed for riders.
- This is a working farm with inherent hazards including uneven ground, insects, poison ivy, moving farm equipment. Participation in all activities including PYO at our farm is entirely at your own risk.
- Our farm market is open 9-6 Tuesday through Sunday. You can preorder fresh produce, local food or merchandise prior to your visit.



# PICK YOUR OWN FAQ 2020



## PYO FAQs

### **What is PYO?**

The best part of Highland Orchards is "Pick Your Own" produce. Be a farmer for the afternoon and pick your own berries, apples, corn, peaches, cherries, pumpkins, or other produce options.

### **I forgot to order an item. Can I add it to my order?**

For your safety, we don't hold your credit card info. If you forgot to order something, place another order and let us know in the comments. We'll put the orders together and get them prepared for your arrival.

### **It's raining and I'm not sure if the orchard is open.**

Even if you have a reservation, we encourage you to call before your visit so you aren't disappointed.

### **I reserved a time for picking but there's another pick-up time on my receipt. When should I be at the orchard?**

Your reservation time is the time you put in the shopping card. The other pick-up time refers to your Curbside order. If you place an order for produce, donuts, etc, we'll have it ready for you after picking.

### **I don't see any available reservations or the time say "Out of Stock".**

We will typically add reservations 1-3 days in advance. We add picking dates and times based on a variety of factors, including weather, crop availability, and access to fields.