

# BACON'S CHRISTMAS TREE FARM

## CHOOSE-N-CUT FAQ

**ONCE YOU ARRIVE AT THE FARM** stop at the green information hut (weekends) on the left of the entrance drive or follow signs to Santa's Workshop, the large grey & white building. You will be greeted by our friendly staff and be sent in the direction for the type of tree you're looking for. The greeters will provide you with pricing, a saw and a map to take on your adventure as you hunt for your perfect tree.

**PARKING** There is no additional charge for parking. Please lock your vehicle and never leave valuables in plain sight. Please do not block traffic or another vehicle.

**FIND YOUR TREE** After visiting the green information hut or Santa's Workshop, walk out on the farm to find the perfect tree and cut it down. You can use our saw or yours (we loan them free of charge; please return to bins in front of Santa's Workshop).

**ONCE YOU FIND YOUR TREE** 1) haul it back to the Santa's Workshop for measuring, baling (small fee), and payment; 2) if you don't wish to have your tree baled, ask one of our staff (wearing a red apron or orange safety vest) to measure it for you; 3) pay at one of the check-out counters in the front of Santa's Workshop; and 4) take your tree to your vehicle (complimentary twine is provided near the check-out counters). Ask one of our helpful elves if you require assistance! *While we are happy to assist you with the loading of Christmas trees or other merchandise, we are not responsible for securing your tree to your vehicle or for any damage to your vehicle caused by loading merchandise. Please make sure all items are secure before leaving the premises.*

**CAN WE DRIVE AROUND THE FARM?** We always allow those who require special assistance to drive the property. However, for everyone else, we appreciate you walking the farm to keep traffic to a minimum.

**LITTERING & PETS** Leased pets are always welcome on the farm. Please pick up after your pet. Complimentary treats for Fido are available at the check-out desk at Santa's Workshop.

**MINOR CHILDREN** All minor children must be accompanied by an adult at all times. Children are required to have an adult assist them when making their own cocoa and cider.

**PAYMENT** We accept cash, checks, all major credit cards, and Apple Pay.

**SPECIAL ORDER/LARGE QUANTITY** We can make that special-sized wreath (up to 60-inch overall size) as well as prepare a large quantity order for you. Simply contact us in advance of your visit

to the farm so that we have time to prepare your order for your arrival.

**SHIPPING** We can direct ship our wreaths (up to 24-inch overall size) anywhere in the Continental U.S. via UPS Ground. The shipping time varies depending upon where your order is being shipped. Contact us for more information.

**RETURN POLICY** You may exchange any decorative items purchased at our retail location during our current season. Trees and fresh green items have a limited life span; therefore, we do not normally accept returns or exchange these items. However, if you have taken good care of your items (see below) and still feel unsatisfied, please contact us to discuss a resolution.

**CARE OF LIVE GREEN ITEMS** Trees: (1) place in water within 2 hours of cutting or re-cut the before displaying so it is able to drink water; (2) keep out of direct sunlight, away from a heating vent, and out of an excessively warm room; (3) check the water level 2-3 times per day; a fresh cut tree can drink up to a gallon or more of water per day, especially in the first few days; and (4) use the right stand – if you have small children or pets, you should opt for a larger stand for stability; a larger stand will also hold more water. (We recommend and sell Cinco plastic stands.) Wreaths and garland are best kept on the exterior of your home and also not in direct sunlight. Fresh centerpieces can be watered and should be fine inside during the Holidays. **Note that when transporting your items in your vehicle be sure to stow them away from the car's heat vent as this will damage the product.** We are not responsible for trees or wreaths after they are taken off the premises.

**PHOTOGRAPHERS** Professional and amateur photography is allowed at the farm. There is no charge for taking non-professional photos of your own family with your phone or camera – we just ask that you support our small business and make a purchase while you are here. Fees apply for professional photography and must be done by appointment. Please contact us for more information.

**NO SMOKING** Although we are in a large outdoor setting, please refrain from smoking on our property for the comfort and safety of our guests. Dry grass is abundant on the farm and is extremely flammable.