

# 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 St. Nick's Workshop, the large grey 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.

**FIND YOUR TREE** After visiting the green information hut or St. Nick'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 St. Nick's Workshop).

**ONCE YOU FIND YOUR TREE** 1) haul it back to the St. Nick'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 St. Nick's Workshop; 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!

**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.

**CAN WE BRING FIDO?** Yes, Fido is welcome. However, Fido must be leashed and exhibit good manners. Complimentary treats for Fido are available at the check-out desk at St. Nick's Workshop.

**WHAT FORMS OF PAYMENT DO YOU ACCEPT?** We accept cash, checks, all major credit cards, and Apple Pay.

**SPECIAL ORDER/LARGE QUANTITY?** We can make that special-sized wreath for you (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 ship our wreaths (up to 24-inch overall size in Noble or Juniper) 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.

**WHAT IS YOUR 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.

**HOW DO I CARE FOR MY LIVE GREEN ITEMS?** Trees need to be placed in water within 2 hours of cutting or need to have their butts re-cut before displaying so they are able to drink water. Additionally, trees should be kept out of direct sunlight, away from a heating vent or out of an excessively warm room. 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.**