

Holtwood Community Farm LLP: Terms and Conditions

01/04/2026

Welcome to Holtwood Community Farm LLP. By using our services, you agree to comply with and be bound by the following terms and conditions. Please read them carefully to understand your rights and responsibilities.

1. Acceptance of Terms

By registering for or using our services, you confirm that you have read, understood, and agree to these Terms and Conditions. If you do not agree, you must refrain from using our services.

For individuals who lack the capacity to agree to these terms, their registered Carer or legal guardian must facilitate registration and ensure appropriate usage.

2. Eligibility

Our services are designed for adults with additional needs aged 18 and over. Eligibility will be determined based on an individual assessment to ensure we can provide the necessary care and support.

3. Services Provided

Holtwood Community Farm LLP provides:

- The opportunity to spend time in the Countryside in a safe and supportive environment.
- Structured activities aimed at improving physical, social, and cognitive well-being.
- A beneficial setting for social interaction promoting new friendship groups.
- Tailored activities based on individual needs and interests.
- Encounters (and the chance to engage) with farm and domestic animals.
- Enablement to fulfil potential.

4. User Responsibilities

Client and/or their guardians are expected to:

- Provide accurate and up-to-date medical and personal information including funding details
- Inform us of any changes to health, medication, or care needs.
- Respect the rights, privacy, and dignity of other participants and staff.
- Follow the rules and guidelines shared by the staff to ensure a safe and inclusive environment.
- Listen to and follow all instructions given by staff, carers and volunteers
- Provide and use the correct footwear and clothing dependent on weather conditions.
- Arrange appropriate transportation to and from the farm.
- Provide 4 weeks' notice if they wish to take a leave of absence from the day service
- Provide 4 weeks' notice if they wish to withdraw from the day service.

5. Fees and Payment

- Service fees are currently £63 +vat (£75.60) per day (as of 01/04/25), but will rise to £65.56 + VAT as of 01/05/2025
- An annual review of fees will take place in January each year and any changes will come into effect on 1st April of that year. Notice of changes will be sent out in writing.
- Payments are due at the end of each calendar month and invoices will be sent out accordingly.
- Alternative payment measures may be setup with the agreement of the management depending on individual situations or due to action taken because of nonpayment.
- Service fee will be charged for each day of the placement taken, regardless of attendance, unless 4 weeks' notice is given for the absence.
- Refunds or credits will only be offered in accordance with our cancellation policy.
- Late payment will incur a late payment fee of 20%, which will be chargeable 2 weeks after the invoice issue date and will be charged weekly until the invoice is settled in full including late fees
- Any discrepancies must be reported to the office within 48 hours of receipt of Invoice
- Nonpayment of the service fee can result in but is not limited to, the temporary suspension of the service, the permanent suspension of service, legal action, the use of debt collection services.

6. Health and Safety

We prioritize the Health, Safety and Well-being of all participants.

- Staff are trained to handle emergencies and provide first aid.
- Clients must follow Health and Safety procedures, including any guidelines related to communicable diseases.
- Clients must use all PPE provided in the correct manner.
- Families or guardians are responsible for providing up-to-date emergency contact information.
- Clients must listen to and always follow instructions from staff to ensure their safety.
- Clients must wear suitable clothing and footwear.

7. Non-Smoking/ Vaping Site

- Holtwood Community Farm is a **Non-Smoking and Non-Vaping** site
- This applies to all individuals, including employees, visitors, contractors, and clients.
- The prohibition extends to the car park, entrance track and all common areas.
- Violations will result in appropriate action, including but not limited to:
 - Verbal or written warnings
 - Removal from the premises
 - Repeat violations may lead to suspension or permanent exclusion from the Site.

8. Privacy and Confidentiality

We are committed to safeguarding personal data. All information shared with us will be treated in accordance with our GDPR policy. For more information, please request a copy of the policy from a manager.

Photography and Filming

Photos and videos may be taken by the staff of participants during their time at Holtwood Community Farm. These images may be used for our social media, website and marketing and will remain the property of Holtwood Community Farm LLP.

If you do not wish for your image to be used in these ways, please contact us in writing.

Photos and filming by participants are not permitted at any time. Unless prior written consent is given by Holtwood Community Farm.

9. Liability

While we strive to provide high-quality care, Holtwood Community Farm is not liable for:

- Any injuries or incidents resulting from unforeseen circumstances, uneven ground or participant behaviour.
- Loss or damage to personal belongings.
- Loss or damage to vehicle while using the onsite car park.

10. Closure of Service

The day service will be closed on:

- All bank holidays
- For 1 week between Christmas day and New Year's Day

The day service may be temporary closed due to but not limited to:

- Severe weather conditions
- Poor road conditions
- Lack of staff due to illness
- Forced closure due to animal disease control
- Outbreak of infectious disease.

The farm will make every effort to give sufficient notice in the event of a temporary closure.

11. Termination of Service

We reserve the right to terminate the service if:

- Participants or their guardians fail to comply with these Terms and Conditions.
- We determine that we can no longer meet a participant's care needs safely and effectively.
- A participant poses a physical threat to either staff or other users at the day service.
- A safeguarding concern is raised that leads to an outcome that breaches these Terms and condition or any other policy at Holtwood Community Farm.
- Outstanding service fees are not paid.

12. Complaints and Feedback

We value feedback and encourage open communication. Please direct concerns or suggestions by email to Joshua Pritchard or Alun Lintott using contact@holtwood-community-farm.co.uk

13. Amendments

We may update these Terms and Conditions from time to time. Changes will be effective immediately upon notification or posting on our website.

14. Contact Information

If you have questions about these Terms and Conditions, please contact us at:

Holtwood Community Farm LLP

Office Address: Hoy Lodge, Chapel Lane, Winterborne Stickland, Blandford. DT11 0NG

Tel: 07596 205226

email: contact@holtwood-community-farm.co.uk