

BUTLER'S ORCHARD GROUP HAYRIDES 2011 FREQUENTLY ASKED QUESTIONS

When are hayrides offered?

6:15pm, 6:30pm, 7:15pm, 7:30pm, and 8:30pm April through mid-December, subject to weather and availability. If you would like to schedule your hayride for a day of the week or time of day not listed online, please call us. We are very flexible, depending on availability.

What's included?

45-minute tractor driven hayride around the farm, a two-hour bonfire, one picnic table, trash can, and a crisp Butler's Orchard apple (Sept.-Thanksgiving) for each person. Your site is yours until the Farm closes at 11:00pm.

How much does it cost?

\$300 per wagon. For your comfort and safety, 30 people maximum per wagon.

What if we have more than 30 people?

You may reserve additional wagons for \$300 each to accommodate more than 30 people on hayrides.

If you have more than 30 people per wagon, each additional person over 30 per wagon will be charged a fee of \$7.00 per person. For example, if you have reserved two wagons (= 60 people), but you have 65 people at your site, you will pay \$7.00 per person for the 5 extra people. 5 people will not be able to enjoy the hayride.

Do we need a reservation?

Yes, please make your reservation using our online system. Visit the "Events at Butler's" page of our website (www.ButlersOrchard.com) and click on "**To Book Your Hayride Online Click Here!**"

A credit card is required to make a reservation. Your credit card will be charged at the time that you make your reservation. All reservations are first come, first served.

What do we do when we arrive?

Plan to have all your guests arrive at the Farm Market parking lot at least 15 minutes prior to your scheduled hayride departure time. If you are late for your scheduled ride, that time will be deducted from your hayride.

Check in at the Farm Market parking lot with the Butler's Orchard Hayride Coordinator. You and your group will then drive together and park at your bonfire site, allowing for easy access and departure. Please remind your guests not to leave any cars parked at the Farm Market

Important: For safety reasons, all attendees must be driven to the bonfire site prior to their rides departing. Please ask parents not to drop their children off at the Farm Market and leave. This also allows parents to know where your bonfire site is when they return to pickup their children!

What if someone is late?

Latecomers should stop at the Farm Market and get directions to the site from the Hayride Coordinator. Please let your guests know that if they are late, they may miss the hayride.

Can we come early?

Hosts may arrive up to one hour early to set up area, if desired. No arrivals earlier than 5pm please.

Where do we get on our Hayride?

When your guests have arrived and all parked at your bonfire site, your hayride wagon will pick you up there at your scheduled time and take you on your 45-minute ride.

What if we want to eat first and have our Hayride later?

Special requests can sometimes be accommodated depending upon availability of wagons. Please call for any special arrangements.

Does everyone have to ride the Hayride?

No, if some of your guests prefer to stay at the site and not ride the hayride, that is fine. (There is no change in the price, however)

When does the bonfire start? Do we have to start our own fire?

Our Hayride Coordinator will light your bonfire for you just as your hayride is scheduled to return to your site. If you would like your bonfire started earlier, please call us to prearrange the time.

We will leave you extra wood you can use to feed your fire.

How long does the bonfire last?

Each bonfire has enough wood to last about 2 – 2 ½ hours. Additional bundles of wood are \$30 each and may be purchased online when you make your reservation. (each bundle provides about 2 – 2 ½ hours).

Can we have more than one bonfire at our site?

Sorry, only one fire at each site.

What if we only want a bonfire without hayride?

We do offer a bonfire only option on a limited basis. \$210 for 30 people. \$7.00 per person over 30 people. Please call for availability.

How late can we stay?

The farm is open until 11:00pm. Extended hours can be prearranged at \$60 per hour per wagon. Please call to make arrangements to stay later than 11:00pm.

Are there bathrooms?

There is a portable toilet available near the entrance to the hayride/bonfire sites. There is also a bathroom at the Farm Market.

Is there electricity?

Electric sites are limited and are available on a first come, first served basis. Electric sites should be prearranged by calling the farm office. There is a \$30 fee for use of an electric site.

What kind of food and beverage can we bring?

You may bring any food and beverage you like. (We do ask that you not take glass containers on the hayride.) Sorry, we do not have kitchen facilities available.

You may bring a BBQ grill if you like. Please let us know in advance and we will provide you with a container to dispose of coals.

Everybody loves S'Mores - bring your marshmallows and sticks, chocolate bars, and graham crackers!

Our Farm Market sells roasting sticks for \$5.00/10 sticks. If you would like to purchase these for your event, please call us in advance to order.

There are several local pizza restaurants that deliver. Please call us if you would like those phone numbers. We ask that all delivery arrangements be made directly between you and the restaurant. Plan to meet your delivery at the Farm Market, located at 22222 Davis Mill Road, Germantown, MD 20876. Butler's Orchard cannot accept any deliveries.

What else should we bring?

We would suggest bringing blankets or folding chairs to sit on. Your site comes with one picnic table. You may prearrange more tables for \$30 each online when you make your reservation.

Lots of groups bring flashlights, glow sticks, guitars, and glow-in-the dark footballs or frisbees.

We do ask that you respect other groups and our neighbors by keeping noise and loud music to a minimum.

Can we bring our Dog?

Sorry, but no. In order to maintain the health and safety of all our guests, pets are not allowed.

What do we do with our trash?

Each site will have one trash can. Please let the Hayride Coordinator know if you will require additional trash bags.

Please note that a clean up fee will be charged if your site is not cleaned and returned to its original condition.

What do we do with the fire when we leave?

Our Hayride Coordinator will extinguish all fires at closing time (11:00pm)

What if we need something from Butler's Orchard during the evening?

Our Hayride Coordinator will be available all evening until the farm closes.

What if the weather is questionable?

Please call the day of your hayride to check the weather conditions at Butler's Orchard. Wagons, hay, and wood are all kept dry and ready to go. If the weather is bad we will be happy to help you reschedule or issue a refund.

What if we have to cancel our reservation?

Please call us @ 301-428-0444 if you have to cancel your reservation. Our cancellation policy is a full refund 30 days or more before your ride, 50% refund 14-29 days before ride, and no refund less than 14 days prior to ride. We are happy to help you reschedule.

Should we tip the Hayride Drivers?

It is not necessary to tip the drivers, but it is always appreciated.