



FREQUENTLY ASKED QUESTIONS

PLANNING YOUR VISIT

How do I get to Summerland Farm?

We're located at 253 Wardell Rd Alstonville NSW 2477.

What days and hours are you open?

We are open 7 days a week from 9am-4pm.

We only close on Christmas Day, Boxing Day and Good Friday.

Functions can be within and outside of these hours. Contact functions@aruma.com.au for more details.

What time does breakfast finish and lunch start?

Summerland Farm has a Restaurant and Farm Café. Our Restaurant serves a delicious breakfast menu from 9am to 11am, and lunch can be ordered from 11am to 3pm. Coffees, cakes and snacks are available until 4pm from our Restaurant.

Our Farm Café provides coffees, drinks and a selection of cakes and light lunches throughout the day, from 9am -4pm.

Note: The Café, Restaurant and Summerland Farm all close to the general public at 4pm each day.

Are you wheelchair accessible?

As a business of Aruma, accessibility is a priority for our employees and visitors. Wherever possible, all aspects of the site can be accessed by a wheelchair.

COSTS

How much does it cost to enter?

Admission includes a full day of family fun in our adventure playground and water park. Tickets can be purchased on entry.

Additional activities, such as tours, animals encounters (when launched) and workshops, are pay as you go.

GENERAL DAILY ADMISSION

\$5 per child (age 2-16)

\$3 per adult (age 17+)

LOYAL FAMILY PASS - ANNUAL

\$96 for up to 4 family members

(unlimited entry for up to 12 months)

DON'T NEED A FAMILY ANNUAL PASS BUT WANT TO VISIT ALL YEAR ROUND?

For those lovely locals who don't need a family annual pass, you can still visit as many times as you like for \$18 per adult & \$30 per child (unlimited entry for up to 12 months).

SENIORS & COMPANION CARD HOLDERS

Just show your senior card on entry for a \$2 admission price and your companion card for free admission.

Do I need to pay to enter the Restaurant or Retail Outlets?

No. There is no admission fee to enter our Restaurant/Cafe or Retail Outlets.

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PETS & ANIMALS

Can I bring my dog or other animals to Summerland Farm?

We love our animals at Summerland Farm, however pets are not allowed on site. We'd hate to endanger our farm animals, and we adhere to all health and safety restrictions regarding animals in food areas. Guide dogs or seeing eye dogs are exempt.

Summerland Farm is a family facility and we maintain health and safety standards for all of our guests at all times.

Do you have animals at the farm?

Summerland Farm is a working agricultural farm and we have a commercial chicken flock.

COMING SOON!

With much excitement Summerland Farm is waiting to introduce our latest members of the Farm family - our super cute farm animals. We're just making sure everyone is happy and settled before we introduce them to our visitors. We can't wait! We also have some great new tours and kids party packages coming soon. Watch this space for more details and follow us on Facebook for regular updates.

FOOD & DRINK

Do you cater for food intolerances and vegetarian options?

Our Farm Café and Restaurant/Function menus cater for vegetarian and gluten free diets. Please let us know if you have any intolerances and we will try to accommodate these. (Note: Pre-made food cannot be adjusted).

Is your restaurant licensed?

Yes. Our restaurant serves a range of local beers and wines. These are also available for our farm picnics (call ahead to book).

Our Farm cafe is not licensed. Sorry, no BYO is permitted on our grounds.

HEALTH & SAFETY

You are a nut farm, I have a nut allergy. Will I have an allergic reaction?

Please be aware that our gardens on site are mulched using a sustainable by-product of our macadamia dehusking facility. Macadamia husk is a great organic mulch but is not so good for those with an allergy. We ask that all families and visitors take this into account.

What are your Covid-19 guidelines at Summerland Farm?

YOUR SAFETY FIRST

Summerland Farm is committed to helping slow the spread of COVID-19 and following Australian Government guidelines. All visitors considering coming to site should only do so if they are free from COVID type symptoms and have not visited a formal Hot Spot in the prior 14 days.

Upon arrival all patrons are asked to sanitise their hands, sign in and practice social distancing - keeping 1.5m distance from other guests and staff and follow the directions of our workers.

If you are feeling unwell, have visited a 'hotspot' or have come into contact with someone with Covid-19, please stay at home.

Current measures in place include:

- Restaurant bookings limited to a maximum of 10 people
- There is to be no mingling, dancing etc. during a function, and all guests are to remain seated
- Sanitising hands and signing in on arrival
- Maintaining social distancing practices of 1.5m distance where possible
- Contactless transactions should be used wherever possible.

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FUNCTIONS & PARTIES

Can I book a function in the Restaurant?

We welcome functions day and night, 7 days a week in our Summerland Farm Restaurant. Function rooms are available during normal Restaurant hours and there are several other locations on site to host a function.

Can I book a party in the adventure playground and water park?

Children's party packages will be available in our adventure playground from October 2020.

Contact functions@aruma.com.au for more information.

Please note, for the safety of you and other patrons:

- Alcohol is not permitted in the playground and water park area.
- No glass products can be brought into the adventure playground.
- No BBQ's or third party/commercial food purchases (unless authorised by management as part of a paid function) Of course you can bring your home made food.
- No eskies (bigger than A4), chairs, tables, marquees or tents can be brought into the adventure playground area.
- No scooters, bikes or skateboards can be brought into the adventure park playground.

Can we use the rotunda?

There is a fee to use the rotunda at Summerland Farm. It can be booked for weddings, ceremonies and functions.

Enquire at functions@aruma.com.au

JOBS

I have a disability and would like to work at Summerland Farm – what do I do?

As a farm with multiple operating parts we can offer a wide variety of roles from hospitality to gardening to horticultural and packaging opportunities. To be eligible for employment at Summerland Farm you must have a DSP and an NDIS plan. No experience or qualifications are necessary. We train you on the job and support you every step of the way.

For details please contact our Employee Services Coordinator on 02 6628 0610 or email enquiries@aruma.com.au.

Do you employ people who do not have a disability as well?

Yes. Check our positions vacant on the Aruma careers page or email enquiries@aruma.com.au

Who can I send my resume to?

To view our current advertised positions, head to our work with us page on the Aruma website at aruma.com.au



Haven't answered your question?

Give us a buzz on 02 6628 0610

