

Visiting the National Fruit Collection FAQs

Are we open to the public?

Our self guided orchard walks are open for Orchard pass holders. You no longer need to pre-book for self guided walks. You will need a valid Orchard pass.

Guided tours will resume from 1st April 2022. We recommend you still pre book for guided tours as the places are limited. Please check the availability for guided tours before you travel. You will need a valid Orchard pass to join a guided tour.

The gift shop, café and plant centre are all independently operated, so please check the relevant outlet webpage when planning your visit.

Are there Covid restrictions in place?

We have procedures in place to ensure the safety and wellbeing of all our staff, volunteers and visitors. Our team adhere to all current government guidance.

We have been awarded the official “We’re Good To Go” mark. Designed by VisitEngland in partnership with the national tourist organisations. This UK-wide industry standard and consumer mark recognises the effort our staff and volunteers have made to safely reopen.

Will you practice social distancing on site?

Our foremost priority remains the health and safety of our visitors, volunteers and staff and we will do everything possible to ensure all Government guidelines are followed. There will be signage on site reminding visitors of the importance of social distancing, mask wearing and other recommendations.

Is there car parking on site?

Yes. There is plenty of free car parking available.

How will I purchase a ticket?

You can purchase an **Orchard Pass** or a one day **Event ticket** online from our website. Orchard passes are valid for 12 months from the day of purchase. Event tickets are only valid for the day and arrival time you have selected.

From 1st April 2022, tickets will be available to buy from the Tours Office on site.

Do I need to book in advance?

We recommend you pre book your guided tour online, as places are limited but it is not essential. For self guided walks you can arrive anytime between 10am and 4pm

Will numbers be limited into the orchards?

We have set daily limits for orchard access. If it becomes necessary to close the route or delay your entry we will post details on social media and at the Tours Office.

Will you be providing maps?

From April until October, you can collect a self guided map from the Tours Office or Guides Hut. They will check you in and require your Orchard pass details. Alternatively, you can download our App for both Apple and android devices. You can also collect a children's trail map from the guides hut.

Will the toilet facilities be open?

Yes, the site public toilets are open, they will be cleaned and sanitised at regular intervals. Signage will remind visitors to wash their hands thoroughly both before and after using the toilet facilities.

Will there be hand sanitiser available?

Yes there will be hand sanitiser available at the Guides Hut, Tours Office and other outlets but we also recommend bringing your own.

Will the cafe be open?

The café is an independent operation to Brogdale Collections. Details of their current trading can be found on their website <https://www.thecourtyardatbrogdale.co.uk/>

Can I bring a picnic?

We have picnic area next to the guides hut that can be used by any visitors to the farm. Please take all your litter home. For health & safety reasons, visitors are not permitted to picnic in the orchards other than at organised events. Brogdale is a working farm using pesticides and herbicides during the growing season.

Are there any special provisions for disabled visitors?

There are marked reserved disabled parking bays near the entrance and there is a disabled toilet. We have two off road mobility chairs that can be hired to use on the route. We recommend booking these in advance.

Will the activity areas be open?

Currently the play park is open to all, the Weather Station and World Music Garden are available for all Orchard pass holders.

Will there be fruit available to taste and buy?

Fruit and fruit produce is available to buy on site during the harvest season (July to October) from the gift shop.

Can I bring my dog?

Dogs are allowed in the market place but not in the orchards. Please do not leave your dogs in hot cars.