

More FAQ – Kreider Farms Farm Tour

HOW DO I HEAR THE TOUR GUIDE IF I AM DRIVING MY OWN CAR? Your tour guide will lead you from our Welcome Center over to the farm. The tour guide has equipment in his or her car and can speak to you over your radio station. You must have a working radio in your car. We have always done our tour by cars.

WHAT IS THE DIFFERENCE BETWEEN A TROLLEY OR A BUS TOUR AND A CAR TOUR? If you are on our Trolley or on our Bus, the tour guide will ride with you on the Trolley or Bus and will speak to you over a PA System. Twenty-eight (28) will be on the Trolley or Bus. If you drive your car, the tour guide will lead you in his or her car and speak to you over your radio station. The tour is the same, only your method of transportation to the farm is different.

IS THE TROLLEY ENCLOSED? Yes. The trolley is enclosed and has heat and air conditioning.

IS THE BUS ENCLOSED? Yes. The bus is enclosed and has heat and air conditioning. Videos will be show on the bus.

DO I NEED A RESERVATION? Yes. Advanced reservations are required for all tours.

ARE MY TICKETS GOOD FOR ANY DEPARTURE? No. Each ticket is sold for a specific date and time only. We ask that you arrive at our Welcome Center 15 minutes for departure to meet your tour guide, see a video and prepare for your departure, whether by car, trolley or bus.

ARE THERE RESERVED SEATS ON THE TROLLEY OR BUS? No. Seats are first come, first seated.

WHAT IF I MISS MY DEPARTURE? Our tours must remain on schedule. If guests miss their tour departure, they may reschedule their tour. There is no guarantee that there will be availability on the same day for your tour to be rescheduled. We do not offer a refund.

CAN I GET A REFUND? No. We do not offer refunds for those who miss their departure. The tours are filled by reservation and seats are held for those reservations specifically.

HOW FAR IN ADVANCE MUST I CANCEL? Cancellations are accepted and given a full refund if made two weeks prior to the scheduled tour. Cancellations made one week prior to the tour are charged a 10% cancellation fee. Cancellations made in less than one week are not offered a refund. You may, however, reschedule your tour up until the end of the calendar year.

CAN I EAT ON THE TROLLEY OR BUS? No. Food and drink are not permitted on our trolley or our bus.

IS THE TROLLEY OR BUS WHEELCHAIR ACCESSIBLE? No. The Trolley is not wheelchair accessible.

The bus is not wheelchair accessible.

To board, a guest must be able to ascend 3 large steps. There is no lift or ramp onto the Trolley or the bus and no place to lock down a wheelchair or similar device.

WHAT IS AVAILABLE FOR GUESTS WHO ARE CONFINED TO A WHEELCHAIR?

Our car tours are perfect for those who are unable to board the trolley and/or bus. From the time we began our tours, the car tour was the only option for the tours. When at the Milking Carousel the guest may wait in the car for the tour guide to bring a sample of milk to him or her. For more information about this type of tour, please email farmtour@kreiderfarms.com.

DO YOU OPERATE THE TOUR IN THE RAIN OR BAD WEATHER? Yes, the weather is typically not a hindrance for our tour as you are in your car, or on our trolley or bus for most of the tour. When you exit your vehicle or the trolley or bus, you go into the Milking Carousel which is an enclosed building.

WHERE DO WE MEET FOR THE TOUR DEPARTURE? You will meet your tour guide at our Welcome Center 15 minutes prior to the tour. This will allow you time to go into the Welcome Center visit and to see an introductory video. The address of our Welcome Center is 1463 Lancaster Road, Manheim, PA 17545.

WHAT IS THE ADDRESS OF THE WELCOME CENTER? The address for the Welcome Center is 1463 Lancaster Road, Manheim, PA 17545.

ARE SOUVENIRS AVAILABLE? Yes. You may purchase souvenirs at our Welcome Center before the tour if time permits, but definitely after your tour when you will return to the Welcome Center?

CAN I LEAVE THE TOUR FROM THE FARM? You may leave the tour from the farm, but please make sure you return our flag to your tour guide before you leave and advise the tour guide you will not be following him or her back to the Welcome Center.

IS THERE A PICNIC AREA AT THE FARM OR AT THE WELCOME CENTER? No. There are local parks nearby where you can take a picnic lunch. We can help you arrange a lunch before or after your tour at a local restaurant or diner which uses Kreider Farms Products.

HOW TALL IS THE SILO OBSERVATION TOWER? The Silo is 100 feet tall.

HOW MANY STEPS ARE ON THE SILO? There are 172 steps to climb the silo.

IS THERE AN ELEVATOR AT THE SILO? No.

IS THERE FENCING AT THE SILO? Yes, the fencing around the steps and the observation deck is 4 feet tall.

ARE THERE ANY RESTRICTIONS TO CLIMB THE SILO? Yes. You must be 42" tall to climb the silo; you may not carry any other person or belongings on the silo. You may not carry anything or anyone when climbing. You must be able to walk alone and you must have a green wrist band to climb the Tower.

CAN I TAKE PICTURES AT THE TOP OF THE SILO? Yes. You may have a camera.

MUST I SIGN A WAIVER TO CLIMB THE SILO? All guests must sign a waiver to climb the silo.

DO YOU OFFER GROUP RATES? For group rate information and availability, please email farmtour@kreiderfarms.com.

CAN I RESERVE THE TROLLEY OR BUS FOR MY GROUP OR FAMILY? We can offer the Trolley or Bus for groups of a maximum of 28. The group must fill the trolley or bus to capacity in order to schedule. If the group is less than capacity, we will add guests until the Trolley or Bus is filled to capacity. For information on a private tour for your group or family, please email farmtour@kreiderfarms.com.

WHAT ARE YOUR BUSIEST TIMES? Our peak season is from late spring to early fall. During this time reservations are suggested at least one week in advance. At times, last minute reservations are available. Most of the time reservations made at least 3 days in advance can be honored. We do our best to honor all reservation requests, but space is limited on all our tours.

HOW DO I MAKE A RESERVATION? Reservations can be made online on our website, www.kreiderfarms.com/farmtour. You may call our Farm Tour Director at 717-665-5039 or you may email farmtour@kreiderfarms.com.

CAN I BUY TICKETS IN ADVANCE? Absolutely and this is suggested. Tickets are available for online purchase for every operating day. Guests can link to the purchase site from this website, from www.kreiderfarms.com, or by going directly to farmtour@kreiderfarms.com.

****SOME SPECIFIC NOTES ABOUT BUYING ONLINE TICKETS****

- Please double check the date and time of your tour before completing your purchase, especially if you are buying tickets for adults and children. Remember tickets are for specific dates and times only.
- Please make sure you have the appropriate number of tickets for everyone in your party. Adult pricing is for ages 12 years old and older and children's pricing is for ages 2-11 years old.
- You will receive a confirmation for your tour after you have made your reservation and purchase. You will receive a reminder notice one day prior to your tour.

CAN I MAKE A RESERVATION FOR MY COMPLIMENTARY TOUR OR GIFT CERTIFICATE OR DISCOUNT TICKETS? Yes. If you have a complimentary tour, a gift certificate or discounted tickets you may have won, please email farmtour@kreiderfarms.com, we would be happy to make your reservation.

And where are you located again? Kreider Farms Welcome Center:

1463 Lancaster Road, Manheim, PA 17545 717-665-5039.

For more information, email farmtour@kreiderfarms.com or call 717-665-5039 between the hours of 8:00 a.m. and 1:00 p.m.

Prices:

Car Tour Pricing is \$40.00 base price per car for up to 4 guests, additional guests are charged as follows:

(Reservations Required)

Adult (ages 12 years and older): \$10.00

Children (ages 2-11 years old): \$ 8.00

Children under age 2 years: Free

Trolley and Bus Tour Pricing (reservations required):

Adult (ages 12 years and older): \$12.00

Children (ages 2-11 years old): \$ 9.00

Children under age 2 years: Free