

## **DESA DAIRY FARM VISITING TERMS AND CONDITIONS**

### **1. ONLINE VISITING SESSION TICKETING SYSTEM**

- 1.1. Visitors are advisable to do advance ticket purchase via Desa Dairy Farm Online Ticketing System prior to visiting.
- 1.2. All visits must provide contactable contact details for the ticket purchase.
- 1.3. Visitor will be able to download and print the booking confirmation slip with QR code after completing booking with successful payment. The slip will be required to be shown to our ticketing staff upon arrival at the main entrance gate for check-in verification.

### **2. VISITING SESSION**

- 2.1. Visits to the Desa Dairy Farm will be limited to three sessions daily with limited number of visitors each session as follows:
  - 2.1.1. First session: 8.00 am - 11.00 am
  - 2.1.2. Second session: 11.00 am - 2.00 pm
  - 2.1.3. Third session: 2.00 pm - 5.00 pm

### **3. WALK IN VISITORS**

- 3.1. No walk-in visitors will be entertained if total ticket purchased or entry for respective session has reached maximum number of visitors per session.

### **4. ARRIVAL**

- 4.1. Any late arrival exceeding the session period will not be entertained and will not be allowed entry.
- 4.2. Visitors **MUST** comply with visiting session period. No extension of visiting time will be given for late arrivals/entry due to the fault of the visitors.
- 4.3. COVID19 MySejahtera status will be checked upon arrival at main entrance gate.
  - 4.3.1. Visitor with positive COVID19 status will not be allowed to enter into Desa Dairy Farm.
  - 4.3.2. Person under quarantine order are strictly not allowed to enter into Desa Dairy Farm.
- 4.4. Vehicles **MUST** go through vehicle sanitizing dip upon entry to Desa Dairy Farm as part of Desa Dairy Farm's biosecurity entry requirement.

### **5. CANCELLATION AND RESCHEDULING**

- 5.1. Cancellation of visit after ticket have been confirmed will not be entertained.
- 5.2. Rescheduling of visits are allowed for **ONE TIME ONLY** at least **3 DAYS PRIOR** to initial date of visit registered.
- 5.3. Only change of date allowed during rescheduling.

### **6. REFUND POLICY**

- 6.1. Desa Dairy Farm will only attend to refund requests pertaining overcharging or double charging the visitors with valid proof of payment attached in the email to [customerservice@desaplus.com](mailto:customerservice@desaplus.com).

## **7. COVID19 SOP FOR GROUP VISIT**

- 7.1. Visitors MUST always monitor their accompanying members/persons for any signs of COVID19 during the visit sessions.
- 7.2. If for any unfortunate event where visitors and/or accompanying persons fall ill or show signs or exhibit symptoms suggestive of COVID19 or respiratory related ailments on the way to the Desa Dairy Farm, all persons in the group must immediately seek medical attention from the local health authority and NOT proceed to visit Desa Dairy Farm.

## **8. BAD WEATHER DURING VISIT**

- 8.1. Visitors MUST be self-prepared for any possibilities of bad weather including to bring own umbrella or rain coat.
- 8.2. There shall be no last minute rescheduling allowed due to inclement / bad weather.
- 8.3. There shall be no extension of visiting session caused by inclement weather conditions.

## **9. COVID19 PREVENTION SOP**

- 9.1. Visitors MUST follow all visiting SOP and practices provided throughout visiting hours in Desa Dairy Farm
  - 9.1.1. To wear face mask all time inside enclosed buildings
  - 9.1.2. To practice self-hygiene and utilizing provided hand sanitizing facility
  - 9.1.3. To encourage social distancing SOP
- 9.2. Some areas and facilities might be closed temporarily without prior notice due to security and safety reasons.
- 9.3. Some areas and facilities especially inside kiosk main building will be subject to total entry limitation to avoid overcrowding.
- 9.4. Visitors MUST comply with all Desa Dairy Farm's SOP as part of the management's initiative in ensuring security and safety of all visitors and our farm as a whole.

## **10. FARM'S POLICIES AND RULES**

- 10.1. Visitors **MUST** comply with all farm biosecurity rules during visiting to Desa Dairy Farm including passing through the vehicle dip upon entering the main entrance gate and stepping on foot bath provided.
- 10.2. Visitors are strictly **NOT ALLOWED** to enter any restricted areas within Desa Dairy Farm.
- 10.3. Visitors are strictly **NOT ALLOWED** to enter into the grass pasture or paddock.
- 10.4. Strictly no climbing on rock or any landscape or hardscape structure.
- 10.5. No unruly behavior so as to cause inconvenience to other visitors and farm animals
- 10.6. Visitors **MUST** ensure all rubbish is properly disposed in provided bins.
- 10.7. Desa Dairy Farm shall not be held responsible for any untoward incidents/accidents during the cause of the visits.
- 10.8. Please do not leave any valuable in unattended vehicles. Safety of vehicles as well as any belongings kept inside the vehicles at parking bays are at full responsibilities of visitors.
- 10.9. Visitors are always reminded not to go near any farm animals (unless otherwise permissible under the watch of Desa Dairy Farm Personnel) due to safety reasons. Photography may only be at designated areas within distance determined by farm.
- 10.10. Use of toilets must be in clean and hygienic manner.
- 10.11. Stricly **NO VANDALISM**.
- 10.12. Photo and video taking for commercial purpose without permission through proper procedure from Desa Dairy Farm's management are **NOT ALLOWED**.
- 10.13. Strictly **NO SMOKING** in smoking prohibited areas.
- 10.14. Strictly **NO OUTSIDE** foods and drinks to be allowed into Desa Dairy Farm.
- 10.15. Strictly **NO ALCOHOLIC** drinks to be allowed into Desa Dairy Farm.
- 10.16. Strictly **NO ANIMALS** to be allowed entry in Desa Dairy Farm.
- 10.17. **DRONE** or any **FLYING DEVICES** are strictly **NOT ALLOWED** to be use or fly within Desa Dairy Farm perimeter.
- 10.18. Visitors are **NOT ALLOWED** to pick any flowers or landscape plants without permission.
- 10.19. Visitors are **NOT ALLOWED** to pick grass or any plants from the surroundings to be given to the animals in Agro Pen activities area. Grass and milk for feeding the animals in Agro Pen activities area are available for sale at the counter.
- 10.20. Please make sure all personal belongings are kept properly. Safety and security of personal belongings are at full responsibilities of visitors.
- 10.21. Some areas and facilities might be closed temporarily without prior notice due to biosecurity and safety reasons.