Visiting the National Fruit Collection during the Covid-19 Outbreak FAQs

Are we allowed to reopen?

Yes. Government guidelines updated on 23 May 2020 allow members of the public in England to visit land maintained for public use as an alternative open space to spend time outdoors as detailed online here https://www.gov.uk/government/news/coronavirus-guidance-on-access-to-green-spaces

When will we reopen?

We plan to open from mid-June 2020. Self-guided walks will be available 7 days a week form 10am to 4pm. Our knowledgeable guides will be on hand to offer advice and information every Friday, Saturday and Sunday.

Will you practice social distancing on site?

Our foremost priority remains the health and safety of our visitors and staff and we will do everything possible to ensure all Government social distancing measures are followed by our staff and visitors. There will be signage on site reminding visitors of the importance of social distancing and visitors will be asked to leave a 2m gap when queuing or following the one way route around the Collection. Visitors will be reminded to make way for other visitors in the market place to ensure social distancing at all times.

Is there car parking on site?

Yes. There is plenty of car parking available. Visitors will be asked to consider social distancing guidelines while entering and leaving their vehicles the car park for everyone’s safety.

How will I purchase a ticket?

You can purchase an Orchard pass online from our website. All passes are valid for 12 months from the day of issue. Your pass will be posted to you but will be valid for use from the day we receive your order. You can Gift Aid your ticket when you visit our website.

Do I need to book in advance?

Yes. For safety reasons, as harvest season is a busy time all visits must be pre-booked, but we will review this if deemed necessary. Go to www.brogdalecollections.org. There are 2 hour slots. If you miss your slot you may not be allowed to enter.

If you have a Bedgebury pass then enter your pass number when booking

Will numbers be limited into the orchards?

Yes we have set a daily capacity based on our previous years visitor numbers. We estimate a 2 hour maximum visit time with the aim of maintaining a safe flow around the site. If it becomes necessary to close the walk or delay your slot we will post details on social media and at the front gate.
Will you be providing maps?
Yes. Visitors can collect a map from the guides hut when they check in. Alternatively, you can download our App for both Apple and android devices.

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. Hand soap and sanitisers will be available at all times. We would ask users to follow social distancing advice and minimise contact with surfaces.

Will there be hand sanitiser available?
Yes there will be hand sanitiser available at the Guides Hut for use before entry and at the exit but we also recommend bringing your own.

Will the cafe be open?
Yes. The café is privately owned by a separate company. Details of their current trading can be found on their website https://www.thecourtyardatbrogdale.co.uk/

Can I bring a picnic?
Yes. We have designated one meadow for picnics during Heritage Orchard Days. Social distancing will be signposted and please take all your litter home. Numbers are restricted to ticket holders only.

Are there any special provisions for disabled visitors?
There are marked reserved disabled parking bays near the entrance and there is a disabled toilet. Due to the current restrictions the route is only partially on hard ground. To comply with social distancing part of the route is on soft ground. 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?
No. We have made the decision to close our play park, Weather Station and World Music Garden until further notice to keep everyone safe.

Will there be fruit available to taste and buy?
Under these exceptional circumstance we are strictly not permitting tasting or eating of fruit in the orchards. Fruit will be available to try and buy at the exit as you leave the site.

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.

We will update this information as we receive more guidance from the government.