



FAQ'S

GENERAL INFORMATION

What is "FrightFest at Saunders Farm"?

FrightFest is one of Canada's most terrifying haunted experiences that traditionally features up to six haunted attractions including The Haunted Hayride, The Barn of Terror, The Shambles, The Coven, The Circus of the Macabre, and The Cemetary Scare Zone. Due to COVID-19, in 2020 only three attractions will be open; The Haunted Hayride, The Coven, and The Shambles.

When is "FrightFest" happening?

Starting September 25th until October 31st. Fridays & Saturdays until October 8th, then Thursday-Sunday nights from 6:30pm-10:30pm. Don't forget about Halloweek, which runs weekday evenings from October 26th-30th.

Will there be food?

The Saunders Farm Patio, Ottawa's LARGEST-AREA patio, will be open after you visit all 3 of our Fright Sites. Food & both alcoholic and non-alcoholic beverages will be available for purchase. Contactless methods of payment only, cash will not be accepted.

What retail locations are available?

Saunders Farm Shop, now called the *Saunders Farm Market*, will have an outdoor market-style kiosk and will be selling pumpkins, a variety of confections (including our famous FUDGE!), games, souvenirs, gift bundles and more!

What should I bring with me?

Backpacks will not be permitted on-site, therefore please only bring what you need including a mask & additional hand sanitizer. We will have beverages available for purchase; outside drinks will not be permitted.

TICKETS & RESCHEDULING

Where can I purchase tickets?

You can purchase your tickets online at www.saundersfarm.com Tickets must be purchased in advance and will not be available on site.

What if I need to reschedule my booking?

We ask that bookings not be rescheduled unless absolutely necessary. If your booking absolutely must be rescheduled to another time during the season, please call us at 613-838-5440 or email us at info@saundersfarm.com ASAP. Tickets are non-refundable and FrightFest is a rain-or-shine event.

What if it rains?

Frightfest is a rain-or-shine event. Should there be inclement weather during the time of your booking and Saunders Farm must cancel the time slot, we will reschedule you to another available date.

What if we are running late for our booking?

If you arrive more than 10 minutes late for your time-slot, you will be added to a standby line. We'll do what we can to get you in, however please keep in mind that Saunders Farm may not be able to accommodate you when you arrive late. Please do not arrive more than 20 minutes before your entry time.

Can I leave Saunders Farm and re-enter on the same day?

No, guests who decide to leave the farm will not be permitted to re-enter the site.

What if I need to cancel my booking?

Tickets to *Frightfest* are non-refundable; however if you must cancel your booking due to unforeseen circumstances, please contact us at info@saundersfarm.com.

When can I enter Saunders Farm on the day of my visit?

You will be permitted to enter the farm no earlier than 20 minutes prior to your booked time slot.

Can I go through the mazes before it gets dark?

No, our mazes will be closed before Frightfest begins at 6:30pm. Mazes are reserved for during our day time Haunting Season experience.

HEALTH & SAFETY

Will you have hand sanitizer available for guests?

Yes, Sanitization Stations will be available for use at multiple checkpoints throughout the site. We recommend you bring some for your group. Hand sanitizer will also be available for purchase in our store.

Are face masks required?

Face masks are encouraged at all times whilst on site at Saunders Farm. You **MUST** wear your mask in each lineup, in the washrooms & in each Fright Site. Failure to comply will result in immediate removal from Saunders Farm. You are permitted to remove your masks on our patio and in between Fright Sites if necessary.

What are you doing differently to prevent the spread of COVID-19?

Tickets to Frightfest will be timed-ticketed in 15 minute time slots and will only allow a limited number of guests (5-10% of our usual capacity) on site, this will ensure that guests will be as socially and physically distant as possible on our 100-acre farm.

Guests will follow a specific pathway through the farm, preventing any mixing of groups. You will walk through the Cemetery, then The Coven, followed by The Haunted Hayride and then finally, Shambles before visiting our patio for the remainder of your time slot.

We will have Sanitization Stations available throughout the experience, and will be enforcing the use of masks in our Fright Sites and in lineups.

Our actors will be going through a detailed training session prior to the event to ensure guest safety throughout the attractions - they will be scaring you in a physically distant fashion.



Don't see your question answered here?

For any additional questions, please feel free to send us an email at info@saundersfarm.com.