

Happy Cow Creamery Tour Info/Rules

We're very excited about your upcoming tour! To make sure your tour is fun, safe, and educational, please prepare **children and adults** with the following rules (we know there's a lot of info here but please **be sure to read it thoroughly**).

1. **Stay with your herd:** Teachers, parents and chaperones will be responsible for making sure all children stay with the group at all times. For the safety of everyone we ask that there's no exploring around the farm without a tour guide. Forbes has named farms the fourth most dangerous work place in the United States. While we love to share our farm, we need to make sure we're doing it safely! There can be farm traffic and store traffic coming and going constantly so children should **never** be allowed to walk around the farm unattended by an adult.
2. **Trolley around:** Stay seated unless told otherwise by your guide when on the trolley. When we stop to talk about the fields, cows and equipment, you'll be able to move around and stand to see. The ride will not resume until everyone is seated. Please make sure all hands and objects are kept inside the trolley at all times. You will not be permitted to exit the trolley once inside the pastures' gates.
3. **Overdose of Vitamin D:** It doesn't take long for tender skin to burn so please make sure everyone is prepared to be outside in the sun with a slathering of sunscreen.
4. **Bring your own water!:** Stay hydrated! Bringing your own water is a great idea, as we have no water fountain available.
5. **People need to graze like cows:** We have been doing tours now for 11 years and have seen our fair share of participants feel ill or pass out. The smell and the heat can sometimes be a bit much for one's senses. It is very important that the attendees have had something to eat and drink prior to the tour. Parents and teachers please make it a priority to make sure your children have something in their stomach before arriving for the tour. Intense heat and "dairy-air" is much easier to stomach when your stomach is full!
6. **Dress in layers!:** The tour's completely outdoors. Please dress appropriately. If the weather looks a little chilly, bundle up. The trolley can get very cold when moving so you're more than welcome to bring a small blanket.
7. **While we take care of the cows, you take care of your 'lil piggies:** Please wear closed-toe shoes, tennis shoes, or boots. Remember, we haven't used chemicals on the farm in over 24 years so even the fire ants get a lucky break at Happy Cow Creamery!

Some other things to consider:

- **Tour Length:** Our tour itself lasts about an hour, however for those groups upwards of 60 attendees your time with us will be increased. This is due to limited space on the trolley portion of the tour and the need to split the group into rotations. During "downtime" the members of your group who are not on an active part of the tour will be able to relax at picnic shelter. There are a few lawn games the tour staff can provide to help pass the time!
- **Picnic on the farm:** Your group is welcome to use the picnic area for lunch or snack time, provided you have reserved it (for Large Group tours only) or another group is not using it. Please make sure you leave the picnic area the way you found it. If you are a Large Group tour, don't forget to ask about Chick-Fil-A catering (available from Chick-Fil-A Simpsonville with a \$175 minimum order).
- **Ice cream, you scream:** Paying attendees will be receiving a single-serve ice cream with their tour. Flavor choices are vanilla or chocolate and must be pre-determined and reflected on your confirmation form or in your email with Allie. Teachers touring on a free tour pass will not receive free ice cream, however, extra ice creams may be ordered for the cost of \$1 per ice cream.
- **Prior and Proper Preparation:** We love to see adults get involved in their child's education. Please have parents pay the school/teachers prior to the tour and before arriving at Happy Cow Creamery. Chaperones will be given a special bracelet or sticker to wear during the tour. This helps cut down on chaos once you arrive and prevents the inclusion of unauthorized guests. If chaperones arrive without having paid in advance for the tour through the school they will not be able to take the tour.

- **The early bird gets the worm:** To avoid cutting your tour short due to a late start, we ask that you **arrive at least 15 minutes prior to the tour time** to allow for parking, unloading and registration.
- **Making New Friends:** When we book tours we like to share our farm with as many people as we can. Please know that if you are booking a Large Group tour for a group of less than 60 people there is a good chance there will be another group or some single families touring with you. We do our absolute best to only group appropriately aged people together.
- **Restrooms:** We've conveniently placed 2 Porta-Potties next to the picnic area and another one near the barn/dry cow lot.
- **Bring a cooler so you can shop till you drop:** Adults may want to visit our store for farm-fresh milk, cheese, butter, ice cream and other items. Plan on bringing a cooler to stash all of your Happy Cow Creamery goodies in and we'll supply the ice for free!
- **Parking: Individual cars** will need to pull onto the grass to the right of the drive. A TOUR PARKING sign will be placed in this area. Please advise drivers to pull straight in and park perpendicular to the strawberry field and tour/picnic building. Please do not park parallel to the drive.
Buses do the loop-de-loop: Buses will need to come down the drive and complete the loop around the customer parking area and the carport structure. There is a sign posted on a pole beside the picnic area that reads BUS PARKING that will be visible once the bus has completed the loop. This allows passengers and coolers to be unloaded near the picnic area.
- **Severe weather:** If there is a possibility of severe weather the day of your scheduled tour (thunder, lightening, high winds, heavy rain), you should call us at the numbers below as early as possible. You and an HCC Tour staff member can determine whether the tour needs to be cancelled or not. If you don't get an answer, call the next number on the list until you reach a live person. We can run tours with a light rain in the forecast.
- **GPS Directional Note:** Sometimes the good ole' Garmin gets us wrong. If you have entered the farm's address into your GPS and it says "You have arrived at your destination" but you are not on the farm, give us a call at the store and we'll help you find your way! (864) 243-9699
- **Allergies:** Teachers and parents: please be conscious of children that may have food allergies or insect bite allergies and let your tour guide know ahead of time.

864-444-5127 716-361-5191 864-243-9699