



# The Flower Fields

## Frequently Asked Questions

We're excited to welcome you to the 2021 Season of The Flower Fields! We welcome you to "Bloom On" and come escape to the bold beautiful blooms, feel the cool breeze from the Pacific Ocean as the So-Cal sun melts your cares away. Before you visit, please take a moment to review our frequently asked questions:

**Q What precautions and safety measures are The Flower Fields using to create a safe environment?**

**A** For the safety of our visitors, staff, and volunteers, we have implemented a contactless ticketing system. To reduce lines and maintain social distancing, all tickets must be purchased online prior to your visit with an assigned date and arrival time window. We are also following a frequent cleaning schedule for all public surfaces and restrooms. Guests and staff will be required to wear face coverings, and social distancing will be maintained. You can view our complete safety measures on our website.

**Q Will I be required to wear a face-covering?**

**A** All guests two years of age and older visiting The Flower Fields will be required to wear a mask covering their nose and mouth at all times except when eating or drinking.

**Q If I have been vaccinated for COVID-19, do I still need to wear facial covering and social distance?**

**A** Yes - we ask that even if you or people you are visiting with have been vaccinated, you wear a mask or facial covering as per the mandate from the San Diego County and the California Department of Public Health, all employees, volunteers, and visitors two years of age and older **MUST** wear masks or facial coverings- and stay socially distanced during your time at The Flower Fields.

**Q When am I allowed to take my face covering off?**

**A** Face coverings **will not be required** when guests are eating or drinking.

**Q When are the best times to avoid crowds?**

**A** The best time to avoid a crowd is during the weekdays. Fridays, Saturdays and Sundays are our **highest volume** times at The Flower Fields. If you need to come during peak days we suggest making your reservations for those days well in advance.

Thank you for your patience and attention to these items. If you have additional questions, please contact us at [info@theflowerfields.com](mailto:info@theflowerfields.com)

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**Q When are the fields in full bloom?**

**A** Although we cannot guarantee and it is truly up to Mother Nature with the dependence on weather conditions, April tends to be our most in-bloom month. Our fields grow from North to South so the early season (March), the bloom is present in the Northern part of the fields.

**Q Will there be food and/or drink vendors available?**

**A** Food and drink will be available as long as it is allowed by state and county health authorities.

**Q Will the Wagon Tour be available this year?  
Do I need to make a reservation for the Wagon Tour?**

**A** The Wagon Tour will be available this year in limited capacity. It can be paid for after your entry at the onsite Wagon Tour ticket booth, credit card only. Online tickets not available at this time.

**Q What activities are available to the public at The Flower Fields this year?  
(i.e.: Sunset Wine Tasting, Tea in the Garden, etc.)?**

**A** Due to health concerns, we will have fewer Special Events that we would normally have. Please check our website Activity calendar for an updated list of activities for this year.

**Q Is my ticket good for the date of purchase or for anytime during the season?**

**A** To help maintain physical distancing at our entrance, we will require advance online reservations for **specific dates** and **arrival time** windows and will observe capacity limitations for admittance.

**Q How do I change the date or time of my ticket?**

**A** Please visit the [ticket exchange instructions](#) for more information.

**Q How do I cancel my ticket and get a refund?**

**A** If you have an unused ticket (has not been scanned into the event) and require a refund, please fill out [this online form](#) or call (323) 908-0607.

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**Q** Will I be allowed to leave The Flower Fields and come back in on the same day?

**A** In order to maintain social distancing at our entrance, re-entry will not be allowed this year.

**Q** What are ways I can show my online ticket?

**A** Once you arrive at The Flower Fields, please have your ticket in hand. There are two options for presenting your ticket.

**OPTION 1:** Printed Ticket. You will receive an option to print your ticket after check out. Be sure to bring the printed ticket with you.

**OPTION 2:** Show ticket with QR code on your phone. You will receive an email after purchasing your online ticket that contains the barcode. Be sure to have the email open and ready to have the barcode scanned when you arrive.