

Timed Ticketing Frequently Asked Questions

1. If I am running late, or have an emergency, can I change the time or date of my ticket?

Yes, you can. At the very bottom of the confirmation email you received is a button labeled EXCHANGE. Click EXCHANGE and follow the directions.

2. Can I get a refund?

The tickets are non-refundable UNLESS Linvilla Orchards needs to cancel an activity for any reason. If we need to cancel an activity for any reason, we will contact all customers who purchased tickets via email and will automatically refund your fees.

3. Is there a Family Package for multiple activities?

Sorry, this year we are not offering any family packages. Each activity is a separate fee.

4. How much time do I need to allow between activities?

Please refer to our Pumpkinland Page on our website to see how long each activity lasts. We suggest you allow a minimum of 15 minutes from the end of one activity before the start of the next.

5. We have a group of people – can we get tickets for the whole group?

Yes. There is a limit of 10 but you can go back in and get additional tickets for the same time slot if there are tickets available. If not, you can choose a later time slot and exchange the original tickets. See question #1.

We also offer group hayride options for your consideration. Look at our Reserved Hayrides Page for additional information.

6. The system will not let me order the number of tickets I need for the time I picked, is something wrong?

That time slot does not have availability for the number you need, please choose another time slot.

7. Do I need a ticket to buy a pumpkin in Pumpkinland, or to pick my own apples, or to visit the animals, or shop in the Farm Market or Garden Center?

No, you do not.

8. If I am stuck in a line at another activity and my time comes up for the next activity, can I still use my ticket?

Yes, there is a grace period, but the tickets should be used within an hour of the scheduled time.

9. Do I need a ticket for my baby?

Guests 11 months and under are complimentary and do not require a ticket.

10. Does the Timed Ticket mean I will not have to wait in line?

It does not. It is our hope that the timed tickets will cut down on the lines and waiting but there will still be a wait for activities.

11. Can I buy multiple activities in one transaction?

Choose your event, pick a date and time, click the amount of tickets you want, scroll to the bottom of the “your ticket” page and click “find more tickets”. You can repeat this process until you add all your desired activities in your cart.

12. Can I pay cash for my tickets?

You do have the ability to purchase tickets here at the Ticket Window at the Garden Center, but you may not get the time you desire based on availability. The ticket window uses the same Timed Ticketing software as you do on our website.