

## Terms and conditions

### AAP = La Hougue Farms (1975) Limited trading as aMaizin! Adventure Park.

Completing a membership form and taking out a membership confirms you accept the membership terms and conditions and the general terms and conditions of use.

- The lead name on the membership will receive all contact from AAP. You will be responsible for the payment of the membership under the terms below. If someone else signs and pays the direct debit mandate on your behalf, the payment remains the lead member's responsibility.
- Members will be required to have photos taken on the first visit to validate the membership.
- A membership card will be produced for each paying adult which remains the property of AAP. In the event the card is lost or stolen please notify us immediately and a new card will be issued. An administration fee of £5 will be applicable.
- There is a minimum of two paying customers on each membership, and no maximum. This does not include free senior citizens or those under two years old.
- Once a child reaches two years old, they will be required to join your membership and will be charged the month after their second birthday at a reduced rate until they reach the age of four years when the normal rate will be applied.
- In the event we have not been notified by the lead members of an additional child then regular entry fees will be applicable and no refund due.
- Members under the age of 16 years must be accompanied by a responsible adult at all times.
- Memberships are valid for a minimum of twelve monthly consecutive payments.
- We can add a new family member at any time. They are required to be on your membership for a minimum of twelve months.
- Your membership entitles you to unlimited entry during advertised opening times.
- Most additional events will be free for members but some events will be available at a discounted member rate. These may be outside normal working hours, organised by a third party or be of extra value.
- If a non-member is accompanying a member, they will need to pay normal entry fees and cannot take the place of another existing member. The members can enter as normal using their membership card.
- Memberships are non-transferable and cannot be given or sold to a third party.
- You must have your membership card with you when visiting.
- Cards will be detained if a fraud is detected by our staff and this will invalidate the membership without recourse or refund. It is your responsibility to ensure that anyone who has possession of your card uses it in the proper manner.
- Wristbands must be worn on the wrist at all times. For toddlers aged 2 and 3 years, it ensures we can monitor their safety on certain activities. If you have an allergy that prevents you from wearing a wristband please contact the office so we can find an alternative solution for you.
- Socks must be worn in indoor play areas at all times.
- Membership discounts will only be given if your band is CLEARLY visible before purchase has been completed and no retrospective discounts can be given.
- Membership discount cannot be used in conjunction with any other promotional discount or offer.
- Winter closures – the park is closed on Monday from October – March annually. This allows us to complete essential maintenance and training during quieter periods. The outside park closes at dusk during these times.
- Christmas closure will be on or around 22<sup>nd</sup> or 23<sup>rd</sup> December at 4pm and we re-open early in the new year. Please check with staff or our website for details.
- No refund or partial refund can be made.
- We reserve the right to withdraw any of the activities without prior notice or compensation.
- Last entry for members to the Park is 4pm with activities closing at 5.15pm. The Park closes at 5.30pm.
- During busy periods indoor play may be time limited to ensure we adhere to fire safety limits.
- Lifetime guarantee will remain in force provided the payments have not been interrupted. The addition of a toddler or additional family member will be at the rate set when the membership was originally taken out. Increases from toddler to child will also be at the original rate.
- All indoor eating areas are for food and drink purchased at the park only. You are welcome to bring a picnic and use any outside picnic benches as available.
- If we are forced to close due to circumstances beyond our control we regret that monies (or part of) cannot be refunded.

### Terms and conditions, continued...

- Our reception staff have limited access to your details for your safety. If you have a membership enquiry please contact the membership team in the office Monday-Friday 9am-5pm in advance of your visit.
- Your email address will be added to our mailing lists to ensure we can keep you updated on news and offers, making the most of your membership. Options to unsubscribe will be available at the bottom of each email. You may be contacted at various times with offers or news by La Hougue Farms (1975) Limited or associated companies. We will not pass on any personal information to a third party.
- Your information is stored according to Data Protection regulations.
- La Hougue Farms (1975) Limited trading as aMaizin! Adventure Park reserves the right to alter terms to ensure full compliance with legal requirements.
- Please contact us if you wish to make an annual payment in advance and prefer not to set up a direct debit.

### Direct Debit Terms and Conditions

- The first payment will be taken by credit card and you will receive an email with a link to set up your direct debit where subsequent payments will be taken.
- Each new membership is for a minimum contracted term of 12 months.
- In the event you subsequently decide not to complete the direct debit authorisation and have already used the Park facilities, the regular entry fee, less your initial direct debit payment will be due for payment and will be deducted from the card supplied on your form.
- In the event that a direct debit fails due to insufficient funds you will be advised automatically by GoCardless. Please contact us and we are happy to try the payment again.
- If we are unable to contact you by email and/or the second attempt also fails, we regret we cannot continue the membership and the regular entry fee, less direct debit payments will be due for payment.

### The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay direct debits.
- If there are any changes to the amount, date or frequency of your direct debit La Hougue Farms (1975) Limited will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request La Hougue Farms (1975) Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your direct debit, by La Hougue Farms (1975) Limited or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society – If you receive a refund you are not entitled to, you must repay/return the payment.
- You can cancel a direct debit at any time by simply contacting your bank or building society, however membership direct debits are for a period of 12 months and you will remain liable for the balance which will be required in full. Please notify us in writing.



We would respectfully like to remind membership holders that the park is unsupervised and parents need to remain with children at all times to ensure their safety

**Please tear off and keep these Terms and Conditions.**

**THANK YOU FOR YOUR CONTINUED SUPPORT.**

**Please see website for details of our opening dates and times.**