

## 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. We are only able to take instruction regarding closure, adding a member and give any details, to the lead member.
- 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 a reduced rate from the month after their second birthday. When they reach the age of four 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.
- 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 an 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 will need your card for entry or a photo of the barcode on the back of your card.
- In the event your membership is used fraudulently by a non-member gaining access on the membership, then the cost of the visit will be liable by the lead member whose details have been used to gain access without paying.
- Wristbands must be worn on the wrist at all times. For toddlers aged 2 and 3 years, it ensures we can monitor their safety during certain activities, and is an insurance requirement.
- 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. No discounts will be given for card transactions under £5.00.
- 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, excluding school holidays when we are open seven days a week. 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 4.30pm 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. A supplementary family member can be added at the rate set when the membership was originally taken out. The addition of a toddler will also be at the original rate, provided they were listed on the original application form or we received notification within six months of their birth. Increases from toddler to child will also be at the original rate.
- All indoor areas are for food and drink purchased on site. Please keep lunchboxes or similar tucked away until you are outside. Baby food (non solids) is acceptable and can be warmed by the staff if required.
- 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. Members can be added at any time but please allow 48 hours' notice after contacting the office.
- 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. Our privacy policy (available on our website) clearly sets out the use of personal data by La Hougue Farms.

- 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.

### Direct Debit Terms and Conditions



- The first payment will be taken by credit card and you will receive an email from GoCardless with a link to set up your direct debit where subsequent payments will be taken. Please ensure notifications are not going to your junk folder, we are not responsible if you have received but not read the information.
- Each new membership is for a minimum contracted term of 12 months.
- **Direct debit mandates must be signed in advance of the second visit or within seven days, whichever is soonest.**
- 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.

- Once you have completed a membership form, you are responsible for a minimum of one year's direct debit / annual payments. In the event the mandate is not signed, mandate is incomplete, or payments fail, the full amount for the annual membership will become due. If we are unable to contact you / not had a response, we will contact you in writing and at that time a nominal admin charge of £25.00 is due.

In the event we do not receive payment, the debt will be passed to a third party and pursued through the Petty Debt court.

Please ensure you consider this carefully before taking out a membership as once we have processed the information you are liable for a minimum of one year.

### 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.

### Cancelling your membership

- This can be done at any point once you have been a member for 12 months or more.
- If you pay annually your membership is automatically cancelled if not renewed.
- Please email the office who can cancel your membership and mandate with immediate effect. This also allows us to completely clear your personal information.
- The instruction must come from the lead member, irrespective of who is paying for the membership.
- We are unable to forward date closures. If you are still using your membership then please use your GoCardless notification of the next payment due, as a trigger to cancel. This must be done immediately to avoid the next payment entering the system. If your notification to us, is too close to the payment date then the payment authorisation may have already been requested from your bank, we cannot offer refunds if we do not receive the cancellation request in good time. Please allow a minimum of

five working days. You can cancel your mandate yourself at any time, using your bank app or by contacting GoCardless. Please confirm any cancellation to us, to ensure we remove personal details from our system.

- A minimum of 12 monthly payments are due. In the event your mandate is cancelled early, please contact us to pay the remaining monthly payments. If we cannot contact you, debts are passed to Petty Debts as a matter of policy to avoid fraud. If you are experiencing difficulties, we are happy to discuss this with you on a confidential basis.
- Direct debit payments are taken in batches at various monthly intervals. The payment date may not always relate to the date the membership was taken out. Our office can advise you in more detail if you wish to continue using your membership until the next due date.
- We cannot re-open closed memberships as details are now deleted to comply with GDPR. A new form (at current rates) will need to be completed if you wish to re-join.

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

Please tear off and keep these Terms and Conditions.

LARGER PRINT COPY IS AVAILABLE ONLINE