

Cancelling your membership

- This can be done at any point once you have been a member and made 12 monthly payments 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.