

## 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 apply for card transactions under £5.00.
- Membership discount cannot be used in conjunction with any other promotional discount or offer.
- Operating hours: The park is closed on Monday with the exception of school holidays if circumstances allow. This allows us to complete essential maintenance and training during closed periods. The outside park closes at dusk during winter.
- 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.
- The company reserves the right to refuse or revoke a membership.
- If we are forced to close due to circumstances beyond our control we regret that monies (or part of) cannot be refunded.

Please tear off and keep these Terms and Conditions.