

Q&A – Memberships

This will be updated as we receive questions that are asked often, please check back for updates. The closure date is subject to having suitable trained staff. In the event we find ourselves with a limited team, we reserve the right to amend the closure date.

I have a membership what happens with this?

The membership will continue as normal until we close on 31st August 2025

Can I still take out a membership?

No. We will not be offering any new memberships.

I paid annually last month, do I get a refund?

Some annual members will be due a partial refund, if the membership was renewed early, this Autumn. This will be calculated before the park closes, and an email sent to you confirming the amount due. You will be asked to contact us as we do not hold bank details. Any queries/ refunds will need to be made before 31st July 2025.

Can I still add people to a membership?

If you have already provided details of under 2's (as per our membership terms) then they will be added automatically. New members on an existing membership will not be accepted.

Can I cancel a membership?

If you have had your membership for more than 12 months you can cancel a membership by cancelling your direct debit via your banking app. Details can be found here: <https://www.jerseyleisure.com/memberships>

If you have not had your membership 12 months or more, it will automatically be closed when the park closes.

I pay annually, and my membership matures in April 2025, what will happen?

If you wish to renew, you will be charged a proportion of the annual amount, for the remaining months we are open, provided a minimum of 3 months are on the renewed membership.

Any renewals from 01st June 2025 will not be renewed.

When will my last payment be?

We have five dates that we use to take payment:

01st, 04th, 11th, 18th, and 27th monthly.

These direct debits will be taken up to and including 18 August 2025, so for some you will be paying for a part month.

We are assuming that many of you will wish to have a final visit during summer, and the cost of the membership is well below the cost of entry.

If this is not the case, and if you would prefer not to pay for a partial month and have had your direct debit for more than 12 months you can cancel at any time as per the previous point.

Payment failures

Although payment failures concern a small percentage of our members, we will not be able to re-try payment failures from June onwards. If you wish to visit us in summer, it will be your responsibility to ensure you have sufficient funds.

Once a payment fails from this point, the automatic closure will activate, and not be reversible.

What changes will I see at the park until you close?

Hopefully none. We will continue with our maintenance programme, and apart from reduced stock in our retail area – everything should remain the same.

The team have exciting activity and event plans for next year and utilising some of the huge stock we have are planning more mini events for you! We will continue with a full programme of events and activities, as usual, until we close.

What happens to my data?

Accounting information will be kept as required by law.

All other details in our entry system (which includes photos) and Gocardless details will be deleted over a short period of time. We aim to have the process fully completed by the Autumn 2025.

Please also see generic Q&A sheet for further details.