

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 22nd or 23rd 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. Our team strive to give the best service at all times, any abuse of our team will not be tolerated and memberships may be closed with immediate effect, without recourse.
- 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.
- La Hougue Farms (1975) Limited trading as aMaizin! Adventure Park reserves the right to alter terms to ensure full compliance with legal requirements.
- It is very rare, but occasionally an error can be made when processing the application. If we fail to take the payment in a timely fashion but you have used the membership, then the payment is still due. We will notify you if an error is found in our reconciliation and work with you regarding your payment.
- We try very hard to be as inclusive as possible but there are three areas that are outside our control – entry bands, accompanying your child, and socks for the indoor area. We have developed solutions for the entry band, but socks are a mandatory requirement and we are unable to make exceptions. We have a duty of care to all our customers and have to follow mandatory instructions from our insurers.
- Your information is stored according to Data Protection regulations.

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 monthly payments.
- **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 12 monthly payments. In the event the mandate is not signed, cancelled, incomplete or payments fail, the full amount outstanding is due. A £25 admin charge will be added, as a nominal cost towards set up. We will try and contact you by email and then by phone before we issue a seven day payment letter. 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 12 monthly payments.

Cancelling your membership

- Firstly, please ensure you have made the minimum of 12 monthly payments. If your mandate is cancelled before the minimum payments have been received, the full balance will become due for payment.
- If you pay annually, your membership is automatically cancelled if not renewed.
- Please cancel your mandate via your banking app, confirm by email to us. We will reply advising confirmation of cancellation of mandate and advise date for last use.
- If you are unable to cancel your mandate we can do this on your behalf. We require an email from the lead member.
- Allow a minimum of 5 working days. If your notification to us is too close to the payment date then the payment authorisation may have already been requested from your bank via GoCardless. We cannot offer refunds.
- We are unable to re-open closed memberships as details are completed deleted to comply with GDPR. You will need to complete a new membership form at current rates if you wish to re-join.
- Please ensure everyone on your membership is advised that the membership has been closed and is no longer available.
- We do not hold bank details. If you wish to change the bank account connected with the direct debit, please contact GoCardless.

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.

LARGER PRINT COPY IS AVAILABLE ONLINE