

Terms and conditions of Hobbledown Annual Membership. These terms and conditions apply at all times and take priority over any verbal communication from a Hobbledown team member.

- * We may change, at any time, our terms and conditions and any rules relevant to how we run the park. These terms and conditions replace any previous version.
- * All Annual Passes are for a period of 12 full calendar months from the day of purchase.
- * All Annual Pass Holders are required to have their image electronically recorded on our secure system. Entering into this agreement constitutes permission for images to be taken of all members on the pass, both adults and children. Entry will be refused to members without photos on their account.
- * An Annual Pass entitles you to use the facilities at Hobbledown at all times during advertised opening hours. There may be an extra charge for certain events.
- * Each entry into Hobbledown includes a 1.5 hour visit into the indoor play barn, booked on arrival on a first come first served basis. In quieter times, you might not be asked to leave the barn. Annual Pass Holders will be restricted to the maximum stay period within the Hobblings play barn with equal priorities to non-Annual Pass Holders.
- * An Annual Pass gives you unlimited access to Hobbledown during advertised opening hours, **except for a number of blackout dates which will not be more than 10 days per year**. All dates will be advertised on our website with at least 12 weeks' notice. On these dates Annual Pass Holders will receive discounted entry.
- * Entrance to Hobbledown will not be allowed without presentation of a valid Annual Pass.
- * Any change of address must be notified in writing.
- * Annual Pass fees are paid in full at the time of application by card or cash, unless you have chosen to pay by direct debit.
- * In all cases, we will not refund Annual Pass payments.
- * If you have lost your card, you will need to buy a replacement card. A replacement card costs £5.
- * Annual Passes are non-transferable. Any misuse of the pass (including another person using your card) will result in confiscation without compensation and refused entry for that person.
- * We accept no liability for loss or damage to customers' or their children or guests' property on our premises or in the car park.
- * To protect all our customers, children and guests' safety, any person visiting or using Hobbledown otherwise being on the premises must pay particular attention to all notices and signs relevant to health and safety matters. If you do not understand a notice or sign, please ask one of our team members.
- * Facilities are available on a 'first come, first served' basis and we are not responsible if any piece of equipment, facility or service becomes temporarily unavailable, when due to another member of the paying public using them or the maximum levels in facilities or services have been reached (as set out in health and safety regulations).
- * All Annual Pass Holders agree to abide by our rules of play at all time.
- * If we are forced to close fully or certain activities due to circumstances beyond our control, we regret Annual Passes cannot be extended or monies refunded.
- * There is no automatic right of entry without queuing.
- * Management reserves the right to refuse entry and revoke an Annual Pass at any time without refund.
- * Last admission is always one hour before the stated closing time.
- * EP (Enhanced Pass) can be purchased for £22 for a further two named and photographed adult members, which is assigned to one fully paying adult member. This entitles one adult to accompany the child/children at any one time. Should you wish to come together, the EP members will have to pay full admission for the day.

Direct Debit Conditions – In addition to the T&Cs above.

- * All customers paying by direct debit agree to an initial term of 12 months.
- * All customers paying by direct debit will be charged an admin fee. This fee is payable at the start of the contract and is non-refundable.
- * Hobbledown will only accept one direct debit mandate per family group.
- * Your first payment will be a prorated amount payable by cash or card.
- * Failure to make any due payment will result in the membership being suspended and access will be denied until outstanding payment has been made. Any further outstanding account arrears will be payable before reinstatement of any membership scheme run by Hobbledown.
- * Hobbledown retains the right to recover all outstanding balances.
- * Cancellation of the membership is only allowed after the initial 12 month term, cancellation before the initial 12 month term ends, will require payment in full for the period remaining.
- * After the 12 month period the membership will continue until it is no longer required by the member and cancelled following the steps below.
- * Monthly direct debits are a full binding contract between Hobbledown and the member and will automatically continue until Hobbledown are notified otherwise in writing.
- * One calendar months' notice is required in writing to cancel the membership. The notice period will begin from the first of the month after we receive your notice.
- * Members are also required to cancel their direct debit instructions (DDI) with their bank to fully complete the cancellation process.
- * Should Hobbledown choose to discontinue the membership scheme the member will be notified in writing one month in advance.
- * The Management reserves the right to reject any application or withdraw without refund, any membership in the event of failure to comply with the Terms and Conditions of Membership and the Rules of Play.