



# Terms and Conditions of Gambado Membership

## Including Annual Membership Direct Debit Payment Conditions

**Please read carefully**

- Membership is valid for 1 child and 2 named adults
- Membership is non transferable to another person and non refundable
- Membership entitles you to entrance only during advertised opening hours. Please check the website for updates
- For upfront payments your renewal date is clearly written on your membership form. Please keep this safe
- Play sessions may be limited during peak days as detailed on site
- Fast track entrance is not guaranteed when we are at capacity and is on a first come first serve basis. We recommend you arrive early
- We regret that if Gambado has to restrict trading hours temporarily, we cannot extend the duration of the membership or refund monies
- Gambado reserves the right to withdraw any attraction or to close part of the facility at any time without prior notice or compensation
- Replacement membership cards will be charged at a £5.00 fee to cover administration costs
- Membership is not valid during special events and tickets must be purchased to attend these events unless otherwise stated
- Membership cannot be used in conjunction with any other offer
- Personal abuse of staff or other customers will not be tolerated and Gambado reserves the right to refuse admission and withdraw membership at any time without a refund
- Members must agree to the Rules of Play.

Please initial

### Direct Debit Payment Conditions

- Customers paying by Direct Debit agree to an initial term of 12 months
- The 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  
Access will be denied for play and parties until outstanding payment has been made  
Any further outstanding account arrears will be payable before reinstatement of any membership scheme run by Gambado
- Gambado retain the right to recover all outstanding balances
- Cancellation of the Membership before the 12 month period 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 Gambado and the Member and will automatically continue until Gambado are notified otherwise in writing. A cancellation form can be picked up at the site or you can request one from [membership@gambado.com](mailto:membership@gambado.com)
- 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 Gambado choose to discontinue the membership scheme the member will be notified in writing one month in advance
- The Management reserve the right to reject any application or withdraw without refund any membership in the event of failure to comply with Terms and Conditions of Membership and the Rules of Play

I have read and understood the terms and conditions of my membership and the direct debit payments

I accept that I must keep to the terms and conditions set out above

Name (Please Print):

Signature: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_