



## Frequently Asked Questions about Membership

### General

**Can I have more than 1 child on a Direct Debit?** Yes of course. The memberships must be taken out on the same day but can be valid for as many children as you wish.

**If I have a membership for 2 children can I have 4 free adults?** Yes, its 2 named adults per 1 child membership. You are welcome to sign up nannies, carers, grandparents etc.

**If I have more than 1 child do you offer sibling discounts?** Yes but only on 1 off annual payments.

**What do I do if I have an existing membership?** You have a few options. If you wish to continue on the existing scheme you must ensure you renew by renewal date. If you wish to change on to one of our new fantastic memberships with added benefits please ask for the Duty Manager on site who will talk you through all the options.

**What is the minimum amount of time I must commit to for Direct Debit Payments?** Our memberships are valid for at least 12 instalments. You will be required to pay an initial amount in cash or card and then must commit to at least 11 monthly direct debit instalments. All the terms and conditions of our direct debits scheme can be seen by clicking on the link **Download membership form and Terms and conditions**.

### Premium Membership Pass

**How can I save £85?** The £85 saving is made with the complimentary average visits of the adults, friends and family voucher, party child goes free benefit, the free gift and a saving on all food and beverage purchased on your visits.

**How do I redeem my 10% discount at the café and on retail items?** You must show your gold membership card when purchasing your items to redeem your discount. Unfortunately, we cannot give any discount without the membership card. Discounts can also only be given at the point of purchase and not after the transaction has been completed.

**How do I gain fast track or early entrance?** On peak days we will always have 1 dedicated reception till to fast track members in. To gain entrance please have your gold membership card ready. If you are brining guests or have forgotten your card you may need to join another queue. We will open our doors to members and their guests at 9am during October and February half term holidays. We will only admit members and their guests until 9.30am. Please note we encourage you to arrive early on peak days as when we reach our maximum capacity we do not guarantee fast track entry.

**How do I claim my Party Child Goes free offer?** This offer is valid for the member child and can be redeemed against their birthday party. Please call our Central Bookings team on 0844 375 9494 to book your party and redeem this offer.

### **Standard Membership Pass**

**How will I know when the peak dates are when my membership is not valid?** These will be displayed on our membership and offers page on our website [www.gambado.com](http://www.gambado.com) and are detailed below.

**Can I use Gambado during these peak times?** Of course but you will need to pay the correct admission rates.

**How do I gain fast track entry?** On peak days we will always have 1 dedicated reception till to fast track members in. To gain entrance please have your silver membership card ready. If you are bringing guests you may need to join another queue. Please note we encourage you to arrive early on peak days as when we reach our maximum capacity we do not guarantee fast track entry.

**How do I redeem my 5% discount at the café?** You must show your silver membership card when purchasing your items to redeem your discount. Unfortunately, we cannot give any discount without the membership card. Discounts can also only be given at the point of purchase and not after the transaction has been completed.

### **Peak holiday dates**

October Half Term – Monday 24<sup>th</sup> October– Sunday 30<sup>th</sup> October

Christmas Holiday – Monday 19<sup>th</sup> December – Sunday 8<sup>th</sup> January 2012

February Half Term –Monday 13<sup>th</sup> February - Sunday 19<sup>th</sup> February 2012

Easter Holiday–Monday 2<sup>nd</sup> April - Sunday 15<sup>th</sup> April 2012

**If you have any further questions please email us at [membership@gambado.com](mailto:membership@gambado.com)**

**For full terms and conditions of our membership and our Direct Debit payments please download a copy of our Membership Application form. Please feel free to print, complete your details and bring to reception.**