

Knowsley Safari Membership Terms & Conditions

1. Membership.

- 1.1. Your membership will begin on the day you join unless paying by direct debit.
- 1.2. When paying by Direct Debit (DD), an initial payment will be required to cover the period up to your first DD payment. DD Membership commences next day.
- 1.3. Your membership is personal to you. You cannot transfer/loan/give it to another person.
- 1.4. If Knowsley Safari or the bank/building society makes a mistake with your direct debit payment you are guaranteed a full and immediate refund from your bank/building society.
- 1.5. If you pay by direct debit you do not qualify for the "20% off renewal offer"
- 1.6. Wristbands are provided to children only.
- 1.7. Membership is for a minimum of 12 months.
- 1.8. Memberships are Non-Refundable. You can use your membership as often as you like, if you are unable to use your membership for any reason you will not be eligible for a refund.
- 1.9. A valid email and phone number must be provided.
- 1.10. By purchasing a membership, you do so with the knowledge of our Winter opening days and some midweek days will be closed.

2. Fees.

- 2.1. You must pay a monthly membership which will be determined by your chosen membership package or pay in full.
- 2.2. When setting up a Direct Debit Membership online a booking fee of £10.00 is payable per membership set up.
- 2.3. Monthly instalments will be due on either the 1st, 8th, 15th or 25th of each calendar month or the next available working day by Direct Debit.
- 2.4. We may change the amount of your monthly payments. If we do we will write to you by email at least 14 days before the changes take place.
- 2.5. Monthly fees are payable even if you do not use Knowsley Safari.
- 2.6. Missed or declined payments will result in your membership being suspended until payment has been made. No free access to the park will be allowed during this period. Any outstanding payments will need to be paid prior to entry.
- 2.7. Renewal discount is not applicable for direct debit payments.
- 2.8. Direct debit payments will show as Stanley Enterprise on your bank statement.

3. Cancelling Your Membership.

- 3.1. Memberships cannot be cancelled prior to the agreed contract length that you have signed up for and the last payment has been made. A contract may be cancelled once the final payment has been made; this requires 30 days notice in writing (e-mail safari.memberships@knowsley.com). A confirmation letter will be sent back. Queries on cancelled memberships can only be dealt with when a copy of this letter is provided. Contact Knowsley Safari on 0151 430 9009.

4. Conditions of entry.

- 4.1. You must comply with the conditions of entry which forms part of this agreement.
- 4.2. We may change the conditions of entry at any time. We issue any changes on entry to Knowsley Safari.
- 4.3. Misuse of memberships and membership cards may result in the membership being terminated.

4.4. Under 1's entry is free of charge. Toddler rate applies for 1 & 2 yr olds. Any child of a current member reaching their third birthday will be charged a full day admission or a membership may be purchased.

5. Changing the Agreement.

- 5.1. We can change the DD agreement at any time. We will give you 14 day's notice of this change in writing to the email address you have given us.

6. Facilities.

- 6.1. You are entitled to use the benefits available for your category of membership package.
- 6.2. You may have to pay additional charges to use certain other facilities/ activities at the park. You can get a list of these from our information centre. We can change these prices at any time.
- 6.3. Knowsley Safari may open/close earlier at any time without notice. Facilities may also close without notice. No refunds will be available for these periods.
- 6.4. We may change our opening times or withdraw any of the facilities at any time.
- 6.5. Rides are seasonal (Summer period 7 days per week – Winter period weekends and school holidays)
- 6.6. We may need to close a facility or part of it for repair/refurbishment on the grounds of health and safety or improving customer service without notice.
- 6.7. Your membership does not give you priority over other users or guarantee the availability of facilities.
- 6.8. Member benefits are reviewed annually and are subject to change.
- 6.9. Please be aware of our winter opening schedule.
- 6.10. A "Child & Rides Membership" or "Rides Membership" must be shown for free wristbands. Adult Membership does not include this benefit but includes 20% wristband discount.
- 6.11. Cards must be shown at time of purchase, no refunds given after payment.

7. Membership Cards.

- 7.1. You must submit your membership card at respective reception points to access the park; otherwise we will charge you the standard entry fee or price.
- 7.2. All members must have their photograph taken for identification purposes; this will be stored on Knowsley Safari database. This information will solely be used by Knowsley Safari and will not be released to any third parties.
- 7.3. If you lose your membership card we will charge a fee of £5.00 to replace it.

8. Benefits.

- 8.1 Child membership cards do not qualify for discounts on retail, catering, birthday parties or experiences.
- 8.2. Adult Membership does not include this benefit but includes 20% wristband discount.
- 8.3. Maximum discount on retail is 10% on all levels.
- 8.4. Only Adult members with a valid email address opting-in to our communication program will receive exclusive offers and early bird booking information.
- 8.5. Only Adult Membership qualify for 20% reduced guest admission.
- 8.6. Membership is not valid for out of hour events unless stated.
- 8.7. Tickets available at the ticket office.
- 8.8. Membership packs will be one per account.



MEMBERSHIP BENEFITS

	ADULT	SENIOR	CHILD	CHILD & RIDE	RIDES
Free General Admission (Excluding paid events)	✓	✓	✓	✓	✗
Free Membership Pack (1 per family per year)	✓	✓	✓	✓	✗
10% discount in our Restaurant	✓	✓	✓	✓	✗
10% discount on Face Painting	✓	✓	✓	✓	✗
10% discount at our Gift Shop	✓	✓	✓	✓	✗
£2.00 discount on Ride Wristbands	✓	✓	✓	✓	✗
Discounted Kids Clubs	✓	✓	✓	✓	✗
Discounted Enchanted Tickets	✓	✓	✓	✓	✗
10% discount on Birthday Parties	✓	✓	✓	✓	✗
10% discount on Animal Adoptions	✓	✓	✓	✓	✗
10% discount on Animals Experience	✓	✓	✓	✓	✗
Free Sticker Pack each child	✗	✗	✓	✓	✗
Free Wristband Per child	✗	✗	✗	✓	✓
Priority Booking to Out of Hour Events	✓	✓	✓	✓	✗
20% discount on Baboon Bus tickets	✓	✓	✓	✓	✗
20% discount on General Admission for accompanying non-members	✓	✓	✗	✗	✗

9. Renewals.

- 9.1. Renewal discount is not applicable to direct debit membership
- 9.2. A 20% discount for paid in full membership is applicable four weeks either side of your expiry date (except ride memberships).
- 9.3. Ride Only Membership is not applicable for a renewal discount
- 9.4. If the renewal discount is applied your membership this will act as a continuation of your existing membership. The expiry date will not be extended should the membership be renewed after the expiry date.
- 9.5. If a carer membership is due to be renewed this has now been replaced with the Access Card, please visit <https://www.knowsleysafariexperience.co.uk/access-card> to apply for your card, this will allow anyone to act as an essential companion for the member requiring assistance with their visit.
- 9.6. You will receive an email and link to renew online before your expiry date, please make sure we have your latest details up to date so you do not miss out on the renewal discount.