

Welcome to the online sign up for membership of **Knowsley Safari**. We hope that you will enjoy all the benefits of being a Knowsley Safari Member. The terms and conditions under which the membership is offered are listed below:

## 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, 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 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 "25% off" renewal offer"
- 1.6. Wristbands are provided to children only.
- 1.7. Membership is for a minimum of 12 months
- 1.8. Bronze Membership is valid Monday to Friday excluding Bank Holidays
- 1.9. A valid email and phone number must be provided.

### 2. Fees

- 2.1. You must pay a monthly membership which will be determined by your chosen membership package.
- 2.2. Monthly instalments will be due on either the 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup> or 25<sup>th</sup> of each calendar month or the next available working day by Direct Debit.
- 2.3. We may change the amount of your monthly payments. If we do we will write to you at the address you have given us 14 days before the changes take place.
- 2.4. Monthly fees are payable even if you do not use Knowsley Safari.
- 2.5. 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.
- 2.6. Renewal discount is not applicable for direct debit payments.

### 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 to Debit Finance (e-mail [info@debitfinance.co.uk](mailto:info@debitfinance.co.uk)). 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 Debit Finance on 01908 422 007.

### 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 3's entry is free of charge. 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 agreement at any time. We will give you 14 day's notice of this change in writing at the 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. 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.
- 6.6. Your membership does not give you priority over other users or guarantee the availability of facilities.
- 6.7. Member benefits are reviewed annually and are subject to change.
- 6.8. Please be aware of our winter opening schedule.
- 6.9. One free bus ticket per year (Gold Members) issued on first visit subject to availability.
- 6.10. A Gold Child Membership must be shown for free wristbands. Gold 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.
- 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.