

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 (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 "25% 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. Bronze Membership is valid Monday to Friday excluding Bank Holidays
- 1.10. 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 or pay in full.
- 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.
- 2.7. If you pay in full we will refund your admission price.
- 2.8. If paying by direct debit you will be charged your normal admission price and the first instalment for your direct debit membership. Your membership will start the following day. I do not refund admission if paying by direct debit.

### 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 DD 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 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 Gold, Silver & Bronze membership cards do not qualify for discounts on retail, catering, birthday parties or experiences.

8.2. Adult Gold memberships do not qualify for free wristbands but do allow 20% off.

8.3. Maximum discount on retail is 10% on all levels.

8.4. Only Adult Gold members with a valid email address opting-in to our communication program will receive exclusive offers and early bird booking information.

8.5. Adult and Child Gold Memberships qualify for 1 free baboon bus ticket per year.

8.6. Only Adult Gold Membership qualify for 25% reduced guest admission.

8.7. Membership is not valid for out of hour events unless stated.