

Play@ Memberships July 2022

Before booking your membership with us, we would like to make you aware of the following Terms & Conditions (T&C's) we adhere to:

- All members must adhere to all terms and conditions of Play@ entry and prices, and all T&C of specific products or events we have. In addition to the following terms:
- We reserve the right to cancel your membership at anytime if you do not follow our T&C, or show the correct level of respect to other customers, our facilities and our team. No refunds will be given if we decide to cancel your membership.
- You can sign up to a pay annually (upfront) reoccurring direct debit membership or a pay monthly (upfront) reoccurring direct debit membership.
- Payments must have cleared before the first time you visit Play@ as a member.
- Both membership packages are for a minimum of 12 months.
- Discount codes and gift vouchers cannot be used to buy membership packages.
- If a pay monthly membership direct debit is cancelled early, a pay monthly option will never be offered again if you then wanted to sign up to a new membership package in the future. The only option you will be offered is the pay annually (upfront) direct debit membership.
- There will be no refund on either membership package if you decide to cancel before the end of the month or year.
- When signing up to becoming a member, we will ask for your date of birth (D.O.B) and to upload a passport style picture of the members face, these are used as proof of who you are when visiting Play@.
- Once you have completed the application (for both membership payment options), you will receive a confirmation email from Lower Drayton Farm, with your unique membership number (this begins with M) and your booking reference barcode (this begins with D).
- Go Cardless facilitate our direct debit payments, these usually take up to 7 days to process and will then reoccur every month (or year) on the same day you signed up to become a member.
- You cannot visit Play@ as a member until your first direct debit payment has cleared, memberships usually go live 7 days after initial sign up.
- Our membership is based around you downloading our free Play@ app. This is the smart way to store your electronic membership identification, you can input your M number in the app wallet.
- You will use your app electronic ID as proof of being a member.
- Members still need to book their places/slots for Play@ by selecting a membership slot before you come.
- On becoming a member, you will be entitled to the following benefits:
 - Unlimited entry to Play@ (when we are open), we will always publish 6 months advanced calendar opening and closed dates on our website. You must always book your slot before you visit to Play@.
 - Lifetime Price Guarantee, membership renewals – must be rolled over from previous year; no breaks in membership or new pricing will apply.
 - Plus special offers and discounts as announced specifically for members throughout the year.
- Children under 2 years of age do not need a membership.
- On a child's second birthday they will need a membership package to enter Play@ as a member.
- All family packages need a child member who is at least 2 years old or older.
- Only the person named on the membership can use the membership.
- For Childminder membership registration, do not book online, please bring a copy of your registered Childminders certificate to reception, for us to take a copy of and create your membership package, the cost will be the same as our normal memberships and you will need at least one adult and one child membership.
- We reserve the right to release more memberships or remove membership sales if we have hit the quota for the year.

For any questions or issues please email our membership manager on: members@lowerdraytonfarm.co.uk

Thank you for choosing to be a member of Play@ our 2022 inflation busting pricing makes it better value for you and your commitment to us, enables us to continue to invest in our facilities, products and people.

Welcome to the Play@ Farm-ily members club