



Terms and Conditions of the 360 Peak Pass

- The 360 Peak Pass is valid for 12 months from the date of activation. Passes can be activated up to 3 months from the date of purchase.
- 360 Peak Passes may only be used by the persons named on the card. Adults can be added to the membership if attending in person with the pass child.
- 360 Peak Passes will not be issued without a photograph of the child holder.
- The 360 Peak Pass card entitles the pass holder child and one adult (must be a registered adult) to free admission to any* 360 Play centre at any time, any day, during their opening hours. Additional adults will be charged at standard adult rate.
- The 360 Play Peak Pass does not guarantee entry during peak periods, Peak Pass holders will be subject to normal check-in/check-out procedure. Entrance to 360 Play remains on a first-come, first-served basis.
- 360 Play Peak Passes are not transferable or refundable and have no cash value.
- The 360 Play Peak Pass is not valid for special events. Special events may have a discounted price to pass holders.
- Customers producing a valid Peak Pass at the café bar will receive 10% off food and beverages.
- The 360 Play Peak Pass cannot be used in conjunction with any other offer.
- 360 Play general terms and conditions apply.

**Direct Debit Peak Passes cannot be used at Redditch.*

Terms and Conditions of the 3 Month Direct Debit Pass

- A Direct Debit Pass contract is set up for a minimum of 3 months, and is set up in person in the centre, please speak to reception.
- Monthly direct debits are a full binding contract between DP Leisure (GB) Limited and the direct debit will automatically continue until you either cancel at the end of the 3 month contract or we are notified by email: bookings@dpleisure.co.uk
- Direct debits are non-transferable and each child requires a membership. For the 1st child it is £15.00 per month with all siblings at £10.00 per month as long as the payment comes from the one bank account.
- Direct debit membership is for a named child and one accompanying adult (not name specific), paid for by an adult and therefore it is the adult that enters into this agreement. Additional adults may be added to the membership.
- When signing up for a direct debit, a pro-rata payment will be taken to cover the current month. Depending on the number of days remaining, the charge could be as high as one month's subscription.

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- Direct debit payments are taken on the 1st of each month. If you join up after the 15th of the month the pro-rata charge, along with the first month's direct debit, will be chargeable at the point of purchase. The first payment taken via direct debit will be on the 1st of the following month, (ie purchased on 21st June the pro-rata charge plus July's direct debit will be due meaning your first payment via direct debit would be 1st August).
If you sign up before the 15th of the month only the pro-rata charge will be taken at the time of purchase (ie 13th June only the pro-rata charge will be due, the first direct debit will be collected on 1st July).
- Payments are non refundable under any circumstances.
If you fail to pay any monies due under this agreement, any direct debit is returned unpaid or if any other form of payment is not honoured for whatever reason, DP Leisure (GB) Limited reserves the right to charge an administration fee of £20. If you have any concerns about your ability to pay our monthly fee, we strongly advise you to contact our bookings department before your payment is due by calling 01908 670160 Monday – Friday 9.00 – 5.30pm or email bookings@dpleisure.co.uk
- 360 Play (DP Leisure (GB) Limited) reserve the right to reject any application or withdraw without refund any membership in the event of failure to comply with the terms & conditions of the membership as per the signed registration form.
- Should DP Leisure (GB) Limited choose to discontinue the direct debit annual pass membership, all members will be notified in writing one month in advance.
- To cancel your direct debit, simply contact your bank and cancel your direct debit which you can do any time after your initial 3 months. We ask out of courtesy that you send us an email to bookings@dpleisure.co.uk to inform us of your decision. If you do not send an email a member of the bookings team may contact you to discuss your cancellation.
- If you cancel your direct debit before the end of your initial 3 months, you will still be liable for the remainder of the three months subscription, as well as an additional £20 administration fee.
- Please be aware that your direct debit membership benefits will cease at the end of the current months subscription if you cancel.
- 360 Play operates a policy that if a direct debit is defaulted or cancelled within the three month period, then 360 Play reserves the right to withdraw the option of a direct debit in the future.
- All member issues are managed by DP Leisure (GB) Limited the Head Office for 360 Play and correspondence should be emailed to bookings@dpleisure.co.uk
- Direct Debit passes are not useable at Redditch.