



the active place to play

Terms and Conditions of the 360 Peak Pass (applies to Direct Debits)

- The 360 Peak Pass is valid for 12 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 a 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. Please note you must show a valid key card to receive this.
- The 360 Play Peak Pass cannot be used in conjunction with any other offer.
- 360 Play general terms and conditions apply.

Terms and Conditions of the Direct Debit Pass

- A Direct Debit Pass contract is set up for a minimum of 5 months. If the direct debit is cancelled before this period, then a penalty charge and admin fee will be payable. This will be on a per-child and per month basis. For example, if you cancel your direct debit with 3 months remaining of your minimum term you will be charged £25 per child for 3 months with a £5 admin fee.
- An active email address is required as we may need to contact you about your direct debit. You cannot set up any 360 Play pass without an email address.
- 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 5-month contract or we are notified by email: Bookings@360play.co.uk
- Direct debits are non-transferable, and each child requires a membership. For the 1st child it is £25.00 per month with all siblings at £20.00 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.
- Direct debit payments are taken on the 1st working day of each month. The pro-rata charge will be

chargeable at the point of purchase. The pro-rata payment is the remaining days of the month in which you are purchasing, and 1 month in advance.

- Payments are non-refundable under any circumstances.

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- If you miss one payment, then you have 7 days to pay before cancellation. Failure to pay on multiple occasions will result in us banning any future direct debit.
- 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@360play.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 us via email on bookings@360play.co.uk. The pass must be cancelled by the 20th of the month if you want it to stop at the end of that month.
- Please be aware that your direct debit membership benefits will cease at the end of the current month's subscription if you cancel.
- 360 Play operates a policy that if a direct debit is defaulted or cancelled within the five-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@360play.co.uk