

TERMS & CONDITIONS OF MEMBERSHIP

Please read through these terms and conditions carefully and sign at the bottom if you agree to proceed. Please always take these written terms and conditions as applicable at all times and priority over any verbal agreements. These terms and conditions replace any previous editions.

Your Membership

Your membership entitles you to the benefits outlined on our pricing page. You are entitled to visit during member hours only (see below).

- **Members under the age of 12 must be with a parent/legal guardian over the age of 18 whilst on the premises.**
- **Members under the age of 16 are limited to 2 hours of activity time per day for reasons of health and safety (unless a written email to membership@freedog.com is disclosed)**
- **Members over the age of 16 are privileged with unlimited access during member hours.**

We recommend that all classes, bounce session and activities are booked in advance to ensure your chosen session is available.

Your membership is valid at any of our parks.

Member Hours

During term time (as listed by the council which operates in the Activity Centre's location):

Monday to Friday 10am to 8pm

All Saturdays & Sundays from 3pm to close

During school holidays (as listed by the council which operates in the Activity Centre's location):

- **Monday to Friday from 3pm to 8pm**
- **All Saturdays and Sundays from 3pm to close**
- **All Bank holidays from 3pm to close**

Payment & Fees

A deposit payment is not required for your membership. On your date of joining you will be expected to pay the first month's membership upfront for your membership to start.

Subsequent payments will then be collected by PayPal on the same day you initially joined the park.

Please note that Freedog UAC has appointed PayPal to collect your monthly instalments. This means a PayPal account must be created for you to take out a Freedog membership if you choose a membership with a monthly direct debit. If you pay upfront a PayPal account will not be required.

If we do not receive your payment for any reason after notification via email then we reserve the right to suspend or cancel your membership.

Membership fees are subject to change, all members will be notified in writing of any fee change one month in advance.

If you wish to end your 12/6-month DD contract early, there is an opt-out fee for 50% of your remaining amount.

Guests

As a member you can bring up to 3 guests at one given time, these guests can take part in activities during member hours at a discounted price.

- **Membership discount is 20% off for all members.**
- **You must pay for the guest on their behalf**
- **3 guests get a discount (once a month)**

Membership Contracts

If your membership is a 6-month contract this means you are committed to a minimum of 6 months at Freedog. After this time your membership will become rolling at the same discounted price. It is then your choice if you wish to cancel or stay however you will not have to renew on a rolling basis.

If your membership is a 12-month contract this means you are committed to a minimum of 12 months at Freedog and after this time your membership will automatically convert to a rolling membership at the same discounted price, meaning you can then cancel at any time after. During your 12 months membership you are entitled to a membership freeze. (See below)

Single month memberships are rolling month by month and can be cancelled at any time however one month's notice must be given before the payment date.

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Summer memberships cannot be cancelled once started and the upfront fee is non-refundable.

Freezes

During a 12 month contract all members are entitled to a 3-month freeze which can be used for a single month at a time or for 3 consecutive months. To freeze a membership, members must fill out a freeze form found at the site reception, this must be completed 1 month before the next payment date to ensure freeze. The frozen months will be added on to the end of your contract to ensure minimum term is completed. There is no charge to freeze.

Ending your Membership

If your membership is on a rolling basis it will continue until you inform us that you wish to terminate. You can end your membership by giving us one full calendar months' notice vis email to membership@freedog.com. Acknowledgment of your request to terminate will be sent to you within 5 days of receipt, if no such acknowledgment is received, the member must inform us.

You must pay your full membership rate during your months' notice. Example: If you give notice to end your membership any day in April, your full calendar months' notice will not start until 1st of May and your membership will end on the 31st of May (your final payment will be in the month of May).

Your membership includes everyone you have told us you wish to add. If any member listed tells us to discontinue the membership, we will take that as authority from all listed members to do so.

There is an opt-out option for the 6 and 12-month memberships. You will need to pay 50% of your remaining payments, to end the membership.

Unfortunately, the upfront payments are non-refundable.

6 and 12-month memberships require you to complete the full term of time listed within your chosen contract. After that time your membership will convert to rolling and you must give one full calendar notice to cancel.

Cancelling your Membership

We may cancel your membership if any person we have listed as being a member:

- Repeatedly breaks the park Rules.
- Is subject to the "red note" as per membership code of conduct (ask a member of Senior staff for more information).
- Allows a non-member to use your membership/card

Other

If circumstances outside of our control require us to close our facilities or activities, we will try our best to provide other facilities or consider whether a partial refund is necessary.

We can transfer all or any part of our rights or responsibilities under this contract to another organisation, but this will not affect your right under the contract.

If you want to know what we do with your details, please read our Privacy Policy which is available online at www.freedog.com.

Our details

Freedog Ltd, 5 Argyle Street, Bath, BA2 4BA.
Company number: 09319623

Contact us

To cancel your membership please contact membership@freedog.com

To contact the Swindon Centre please call 01793251555 or email info@freedog.com

To contact the Bristol Centre please call 01172034888 or email bristolinfo@freedog.com

I agree with the terms and conditions listed above.

Signed
