

Terms and conditions of membership

- You can apply to become a Play Planet membership holder on our website or by speaking with a member of Play Planet staff or by phone, contacting 01698 911 269.
- By signing up to a Play Planet membership you are committing to purchase the full annual subscription fee for the initial period of 12 months. These payments will be taken by card payments provided by you, on a month by month basis. The first of which will be taken within 5 days after the beginning date of your membership.
- Notification of payments due will be emailed to you on a monthly basis 3 days prior to the payment being processed.
- Failure to make your monthly payments could result in your account being suspended.
- Please note that in agreeing to these terms and conditions, you are also agreeing to our terms of entry, available on our website.
- Sessions must be booked online using your membership number. Walk-ins are accepted providing sessions are not sold out. Your membership card does not guarantee entry unless you are booked in advance to a session.
- In the event you are unable to make your booked session, you must call us to cancel your booking with as much notice as possible. Repeated instances of no-shows will not be tolerated.
- The membership card and associated discounts are for use by the membership holder and mini-members only. The membership is not transferable. Play Planet reserves the right to confiscate any card that is being used by anyone other than the membership account holder.
- This membership can only be used for families and children within the same family. It cannot be used by Child Minders/Child Groups/After School groups or similar.
- In order to claim 10% off at Planet Cafe in Play Planet, the membership holder should provide their membership number before ordering. This discount can only be used by the membership account holder.

- In order to claim 10% off party package bookings, the membership holder should let it be known at the point of booking that they are a member and present their membership details when paying off the balance.
- Only 1 party package per annum per child in either venue is permitted.
- The operating days and opening hours of Play Planet may change during the subscription period.
- The price of the membership may change in response to inflation, additional taxes, Play Planet's costs and other costs. All members will be notified at least one month before the proposed change.
- Any membership renewals after the initial 12 month subscription period will be at the price of membership at the time of the renewal.
- Play Planet reserves the right to terminate a membership agreement at any time in cases of i) significant misuse of the card including fraudulent use; ii) a significant or repeated breach of our terms of entry by the membership holder or mini-members
- Any questions regarding these terms and conditions can be emailed to us at info@myplayplanet.co.uk