

Terms and conditions of membership

1. 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 01383 247513/01383 342302.
2. Memberships can be taken out for either the desired venue only or for both venues.
3. Please be aware only the 10% food & drink discount will be available to members at both venues and entry fees will be charged and the second venue if a single venue membership is taken.
4. 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.
5. Notification of payments due will be emailed to you on a monthly basis 3 days prior to the payment being processed.
6. Failure to make your monthly payments could result in your account being suspended.
7. Please note that in agreeing to these terms and conditions, you are also agreeing to our terms of entry, available on our website.
8. 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.
9. 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.
10. 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.
11. You are able to cancel your membership within 14 days of signing up should you change your mind. However, please note you will be charged for any visits you have made to Play Planet during this cancellation period and that this price may exceed your monthly fee.
12. 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.
13. 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.
14. Only 1 party package per annum per child in either venue is permitted.
15. The operating days and opening hours of Play Planet may change during the subscription period.
16. 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.
17. Any membership renewals after the initial 12 month subscription period will be at the price of membership at the time of the renewal.
18. You may cancel your subscription during the initial 12 month period only if you or your mini-members are unable to attend Play Planet for a period of more than three months due to medical issues or if you move address and as a result are no longer within reasonable distance of Play Planet.
19. 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
20. Any questions regarding these terms and conditions can be emailed to us at info@myplayplanet.co.uk