



Membership Terms & Conditions

1. When will my membership start?

Your membership will start on the date shown on your membership agreement form.

2. How long will my membership last?

You will be a member for at least the minimum term given on your membership agreement form. Your membership will continue automatically after your minimum term unless you write to us giving us at least one full calendar months' notice or if you pay annually we will need 6wks notice that you want to end your membership. Please read section 7.

3. What do I need to know about paying my membership fee?

You need to pay your full monthly membership fee in advance by cash or credit/debit card, and for the month to come by direct debit, credit or debit card recurring method.

3a. Paying by direct debit (DDM) or (Recurring)

If you pay your membership fee monthly by direct debit, this will be taken from your bank account on or after the 1st working day of every month. We will also ask you to complete a secondary payment form with your current card details. We will use these stored details to collect your monthly membership fees if your direct debit mandate is ever returned 'unpaid' whilst you are within your commitment period.

3b. Paying by credit/debit card via recurring

If you pay your membership fees by credit/debit card the payment will be collected on 1st working day of each month. There is a charge of £1.00 per month for this facility and you will be expected to allow us to collect payments for the duration of the contractual period and thereafter until the membership is cancelled.

3c. What happens if I don't pay my membership fee on time?

If you don't pay your membership fee on time, we or our processing agent will write to tell you. You will be charged a one-off fee for this. You will not be able to use the WW facilities until you have paid what you owe us.

If you still don't pay, you are in breach of contract. We could refer any missed payments to a debt recovery agency and claim compensation from you for an amount equal to the total membership fees, including fees you owe for the rest of the minimum term, or, if the minimum term has expired, the notice period

4. Other charges

We will charge up to £25 to cover our costs for the following.

- Sending you letters about failed payments
- Referring what you owe us to a debt recovery agency
- Dealing with membership fees which are not paid by direct debit / debit/credit card

- In addition, you will be responsible for any commission charges levied by the debt collection agency.

5. How can I end my membership?

If you want to end your membership, you must give us at least one full calendar months' written notice. If you pay for your membership annually you will need to give us 6weeks notice. You can complete a cancellation form at Reception by booking an appointment with one of our advisors. **(We do not accept email as your signature is required before a membership can be cancelled,)** For example, if we receive written notification on 1st June, your membership will end on 30th June. If we receive written confirmation on the 2nd June or a date thereafter your membership will end on the 31st July.

If you notify us in writing during the minimum term, your membership will finish at the end of either the minimum term or the one calendar months' notice period, whichever is later.

You are required to notify us in writing, of your intention to cancel your membership giving us at least one full calendar months' notice.

You are responsible for making sure that we have received your written notice.

6. Can my partner join on my membership?

Your partner may be able to join onto your membership if you are both living at the

same address (we may need proof of this). Members who join in this way are both legally responsible for the payment of all membership fees. You may also add children, nannies and carers to your membership.

7. What happens if I change my mind?

You can cancel your membership by giving us written notice within 24 hours of signing the membership agreement form (unless you use your membership in this time).

8. What happens to my personal information?

We are registered under the GDPR Act 2018. We take our responsibility for looking after your personal information very seriously. You can find out how you can see the information we hold about you, or how to ask us to change this information, in our privacy policy.

For security reasons you must agree that we can take a digital photograph of you and anyone else on your membership. You are responsible for telling us about any changes to your personal information.

9. Our right to cancel your membership

We will cancel your membership without notice if you, or your guests, repeatedly:

- a. Break these terms and conditions of WW;
- b. Put the health, safety or well-being of our staff or other members at risk;
- c. Let other people use your membership card to get into WW; or
- d. Engage in disruptive inappropriate or violent behavior with members or staff.

If we cancel your membership you will still have to pay your membership fees for the notice period and, if it applies, the rest of any minimum term left.

We have the right to cancel any membership at any time.

10. Changes to these terms and conditions

We may change these terms and conditions. We will tell you about any changes on our website. If we change our terms and conditions, the new version will apply straightaway.

11. Payment of your membership

The Direct Debit/ Credit Card recurring payment method is always set to the Primary member and all partner/associate membership fees are taken from the same Direct Debit/Credit Card /Debit on a Recurring basis.

Any resignation request that is accepted for one member does not automatically apply to the associated members. Each member must complete their agreed minimum term period.

If a primary and a partner member wish to dissolve their association then they must both sign a new membership application form and direct debit mandate/debit card / credit card via recurring process, agreeing to become individually responsible for their own memberships.

12. Tornado Alley

Tornado Alley is open during off peak periods on Feature Rotation. During Peak Periods Tornado Alley will be open throughout the day. Please visit the website for our opening hours which also clearly show our off peak and peak periods.

Tornado Alley VIP Upgrade is not included in your membership. If you would like to upgrade, you will need

to purchase this at reception for £6.00 per person.

13. Session Control

During peak periods, session control may be in operation. You are guaranteed 3 hours in the pool. After this session you must leave the pool. You may re visit on the same day however, you will need to join the main queue at reception again.

14. Parking at Waterworld

Parking at Waterworld is payable at the parking meters. It is operated using a number plate recognition system. Please check the parking meters for tariffs.

15. Ride Closing Times

Rides will begin to close down 15 minutes before closing time. Last admission to Tornado Alley is at 4pm during Peak Periods.

16. Swimwear

Only Swimwear garments can be worn on our rides. Clothing items including cotton leggings or T Shirts are strictly prohibited.

17. Food and Drink

Only food and drink purchased on the premises can be consumed on the premises.

18. FAQ's

For more frequently asked questions please visit: <https://www.waterworld.co.uk/faqs/>

19. Booking

With your Waterworld Membership, you will not be able to pre-book using the online booking system. You will be required to turn up on the day you wish to visit, and queue in the "walk-in" queue.

20. Force Majeure

In an event(s) beyond our control such as, power failure, fire, earthquake, a terrorist act, flood, Government intervention, a pandemic or any

other act of God or any other event beyond our control, will allow us to suspend your membership for the duration and cannot be regarded as an act of "frustration under the Law reform (frustrated contracts) Act 1943. We will not collect any payments during such a lockdown period and expect members contracts to continue post the lockdown. The period of lockdown will be excluded from the contract term i.e. if 6 months remaining on contract, say 3 months of lockdown, the member will be expected to honour the balance of the 6 months once lockdown is over.