



MEMBERSHIP GUIDE & BENEFITS

Unlimited Play ★ Exclusive Savings

1. Membership Tiers & Subscription Plans

MONTHLY SUBSCRIPTION	FLEXIBLE PLAN	ANNUAL PREPAID	IMMEDIATE 20% OFF
2 Adults + 1 Child Standard Family Pass	£24.95 per month	2 Adults + 1 Child Immediate 20% Perks	£249.00 per year
2 Adults + 2 Children Popular Family Pass	£34.95 per month	2 Adults + 2 Children Immediate 20% Perks	£349.00 per year
2 Adults + 3 Children Large Family Pass	£44.95 per month	2 Adults + 3 Children Immediate 20% Perks	£449.00 per year

2. Tiered Benefit Comparison

BENEFIT CATEGORY	MONTHLY (DAYS 1-60)	MONTHLY (AFTER 60 DAYS)	ANNUAL (IMMEDIATE)
Unlimited Standard Play Term-time & holidays	Included Free	Included Free	Included Free
Café Purchases Food & beverages	Standard Price	10% Off	20% Off
Special Event Tickets Seasonal ticketed events	Standard Price	10% Off Tickets	20% Off Tickets
Birthday Party Packages Party booking packages	Standard Price	10% Off Party	20% Off Party

★ DISCOUNT QUALIFICATION & MEMBER RULES

UPDATED POLICY

- **Monthly Members (First 60 Days):** Receive unlimited play access immediately upon joining. Café, event tickets, and party bookings are charged at standard non-member rates.
- **Monthly Members (After 60 Days):** Automatically unlock a **10% discount** across café purchases, special event tickets, and birthday party packages after completing 60 continuous days of active paid membership.
- **Annual Members:** Qualify for an immediate **20% discount** off everything (café, events, and party bookings) from Day 1.
- **Legacy Clause:** Active existing members retain their agreed subscription terms for their current term.

**1. Qualification & Tier Discounts**

01

- **Monthly (Days 1–60):** Monthly members receive unlimited standard play. Café, events, and party bookings remain at standard non-member rates during the first 60 days.
- **Monthly (After 60 Days):** After 60 continuous days of active membership, monthly members unlock a 10% discount on café, events, and party bookings.
- **Annual Privilege:** Annual prepaid members unlock an immediate 20% discount off everything from Day 1.
- **Counter Reset:** Cancellation or payment default resets the 60-day counter upon rejoining.

2. Discount Stacking & Exclusions

02

- **No Combination:** Member discounts apply strictly to full-priced items, tickets, and party packages. They cannot be combined with meal deals or promotional passes.
- **Non-Retroactive:** Discounts must be claimed at the time of booking/purchase and cannot be applied retroactively.
- **Scope:** Excludes retail merchandise or third-party vendor offerings unless specified.

3. Legacy Protection (Grandfathering)

03

- **Annual Members:** Active terms are preserved under their current terms for the remaining duration of their active annual agreement.
- **Monthly Subscriptions:** Existing monthly members will maintain their current pricing and benefits provided they move to recurring payment by 31/10/2026, valid until that subscription is cancelled or lapses.
- **Lapse & Amendments:** Subscription cancellations, payment defaults, or tier adjustments forfeit legacy status. Re-subscriptions operate under current published rates.

4. Access, Pre-Booking & Events

04

- **Standard Sessions:** Unlimited play applies to standard public sessions in and outside term time.
- **Special Events:** All visitors pay for ticketed events; qualifying members receive their respective tier discount (10% or 20%).
- **Capacity Control:** Entry remains subject to venue maximum capacity. Online pre-booking is strongly advised.

5. Named Accounts & Supervision

05

- **Strict Allocation:** Memberships are tied strictly to named adults and children registered at setup. Photo ID may be requested.
- **No Guest Swaps:** Unregistered siblings, extended family, or guests cannot be substituted.
- **Adult Supervision:** Children must be actively supervised by a named adult (18+) at all times. Play Planet is not a childcare facility.

6. Billing & Cancellations

06

- **Monthly Billing:** Billed automatically via recurring card payment on the same monthly date.
- **Notice Period:** Cancelling a monthly plan requires 30 days written notice prior to the next billing date.
- **Annual Non-Refundable:** Annual memberships are paid upfront and are non-refundable once activated.

Management Notice: Terms & conditions are subject to venue policy updates with 30 days written notice to active account holders. For membership account changes, subscription queries, or party bookings, please contact info@playplanetscarborough.com or visit reception desk staff.