

## Annual Membership

### Terms and Conditions

#### Becoming a member

Whether you are an animal lover, live locally or are looking for ways to keep the family entertained, a membership is the perfect way to visit us again and again!

#### How does your membership support us?

When joining us as a member, you are making a valuable contribution to all the important work we do here at the park and the care and upkeep of our animals and enclosures. Did you know that part of your contribution also goes towards helping us preserve native species across the region - we own 3 conservation sites in Yorkshire, Derbyshire and Nottinghamshire with a sole aim to protect and manage native habitats and species - and so every member is helping local wildlife too!

Take out a membership during your visit and we will refund the cost of your admission! After only a few visits your membership pays for itself, making every visit free to enjoy so there's always time to pop in for an hour to use our amazing play park and splash zone, see our fabulous animals or treat yourself in our café.

Memberships can be purchased online or from the Jungle Gift Shop (access to the Jungle Gift Shop is free during normal opening times).

You may upgrade a general admission ticket to an annual membership on the day of visiting by paying the difference in price. This action must be completed before you leave the park and cannot be done at a later date.

Tropical Butterfly House Gift Vouchers are redeemable against annual memberships.

We offer a concessionary membership for seniors and children aged 2-15 years. Membership does not apply to carers or groups where a discount applies to full paying admission e.g., emergency services.

Memberships purchased online must be redeemed within two months and will be activated on the day of your first visit to the park. Memberships purchased in our Jungle Gift Shop will start on the day of purchase. All memberships are valid for a 12 month period.

Please provide an email address when joining so we can communicate any changes to your membership directly to you. By opting into marketing preferences, we can also keep you up to date about any items we feel are of interest to our members regarding the park.

You will receive an email reminder asking if you would like to renew your membership prior to the expiry date.

#### How to book

Annual members with a valid membership card are entitled to unlimited access the park during our normal opening times, subject to current booking conditions.

Member admission can be pre-booked online here <https://butterflyhouse.digitickets.co.uk/event-tickets/29019?catID=28535&>

Please pre-book a ticket for all your party who hold an annual membership including under 2's and carer tickets. Please purchase normal general admission tickets for non-members.

By purchasing a membership, you are accepting that these terms and conditions form the basis of any contract between Tropical Butterfly House and yourself.

Availability is limited each day and booking early is highly recommended to avoid disappointment.

We politely ask that members do not book multiple daily timeslots as this restricts other members from benefiting from member spaces or them being left unused. You can cancel any booked timeslots you no longer require by contacting us on 01909 569419 or [info@butterflyhouse.co.uk](mailto:info@butterflyhouse.co.uk). We have the right to freeze or cancel any memberships continually being used in this manner.

#### Membership terms

The prices, benefits and features of our annual membership are published on our website. These may be withdrawn or subject to change at any time. No refunds can be made retrospectively.

All memberships purchased are non-refundable, non-transferable and cannot be exchanged or re-sold. They are for use by the named designated member only.

A valid membership card must be presented on entry to allow admission to the park. This applies to every member included in your booking. If you do not have your membership card with you on the day of admission, the current full admission charge must be paid which is non-refundable.

Please note that membership cards may not be valid for entry to occasional special events which may incur an additional charge to attend (see Events).

We reserve the right to close our facilities or alternatively change opening and closing times of the park without prior notice. We also reserve the right to remove enclosures, activities or exhibits at certain times of the year for various reasons including, but not limited to, special events, matters of health and safety, refurbishment or infrastructure of the park. No refunds will be given.

In the event of the park being closed due to changes in our opening times, or matters of health and safety, we may extend memberships to cover any time lost. Membership expiry dates and extensions thereof are at the discretion of Tropical Butterfly House Ltd and are not guaranteed, however, in the event that we should have to close for any period of time, we will endeavour to extend your membership to cover any time lost.

We are unable to refund any memberships in the event of adverse weather conditions, Terrorism, war, pandemics, or any other unforeseeable events which are beyond our reasonable control.

Additional proof of ID may be required upon entry to park or redeeming member benefits.

Membership cards which have been altered in any way will be void.

Membership cards remain the property of the Tropical Butterfly House at all times.

If you lose your card, bring in some ID and we can create a new card for you. An administration charge of £5.00 will be incurred for the replacement of any lost or stolen cards.

We reserve the right to refuse entry, cancel or not renew a membership without refund. In particular, if the cardholder, or anyone accessing our facilities by virtue of a member, behaves in a threatening or abusive way to our staff, contractors, other visitors, animals, or breaches the terms and conditions relating to the access to our facilities.

### **Children's Membership**

An adult must accompany all children 15 years old or younger. Children under the age of 2 years old are free to enter with an adult member but a ticket must be booked online. From the age of 2 years and over, children will require their own paid membership.

### **Events**

Many of our events and activities for visitors are included with membership or normal admission prices, plus complementary car parking. Membership may not be valid for entry to certain special event days or activities however where an additional fee is payable, this will be advertised as such.

### **Corporate Membership**

Corporate membership is a great way to reward your employees and help support a great cause! Corporate member admissions must also be pre-booked online in the usual manner. The named employee must be attending for the booking to be valid, and they must show their employee ID along with the corporate membership pass on arrival otherwise normal admission charges apply.

Interested in joining? Please contact us at [info@butterflyhouse.co.uk](mailto:info@butterflyhouse.co.uk)