

Terms & Conditions - Annual Membership

Effective from 2/12/20

Please read and retain a copy for your records.

- Membership is only valid on the days which the Park is open.
- If Pensthorpe Natural Park is closed subject to circumstances beyond the Park's control, or adverse weather conditions, members are not entitled to compensation.
- No credit or refunds will be given in respect of any forced closure by the Government in 2021.
- A valid membership card MUST be shown when visiting Pensthorpe Natural Park or admission will be charged, which is non-refundable.
- Lost or replacement cards will incur a charge of £5 per card.
- Children aged 3 and over will need a membership to gain entrance and all children 3 years and over must always be accompanied by an adult.
- Membership is issued to an individual and is only valid when it contains a photograph of the holder. The photograph will be taken at the admissions desk, at the time of your purchase or on your next visit to Pensthorpe Natural Park.
- Only the pictured and named person of the membership can gain entry to Pensthorpe Natural Park.
- The management reserves the right to refuse entry or discounts if a valid membership is not produced.
- Pensthorpe Natural Park reserve the right to cancel a membership without refund if a member knowingly allows a third party to use their card.
- Membership cards are not transferable and remain the property of Pensthorpe Natural Park and must not be defaced.
- All membership updates and information will be communicated via email, so it is important that you have your current email address assigned to your membership account details with us. Pensthorpe Natural Park will not be held responsible for communication not received.
- Visitors upgrading admission tickets to a membership must have their own admission receipt for upgrading, which must be completed on the same day as purchased. Another person's entry receipt cannot be used.
- Visitors purchasing membership for another person cannot have the cost of their own admission deducted from the purchase.
- Pensthorpe Natural Park memberships cannot be cancelled, or any outstanding validity refunded.
- Membership cannot be purchased using promotions or discounts unless specified.
- Pensthorpe Natural Park reserves the right to discount the cost of membership without having to refund existing members.
- The data you supply will only be used for the purpose intended and not passed to any third parties.
- Last admission is 1 hour prior to the park closing throughout the year. This is non-negotiable due to safe operation and daily closing procedures for the Park.
- Benefits of membership are subject to change or withdrawal without notice.

Pre-booking online

- Booking cancellations are monitored and failure to cancel your booking may incur a 14-day freeze on the use of your membership.

Registered Disabled and Carers membership

- For the purchase of a registered disabled membership, a visitor will be asked to provide documentation to validate their need for the free carer membership. This proof can be in the form of a blue badge, a letter from a recognised authority confirming receipt of DLA or PIP, when the membership is purchased.
- The carer's membership must be taken out at the same time as the disabled adult or child membership.
- Only one carer's membership will be issued with each full paying registered disabled membership; however, each situation can be looked at on merit, such as in the case of multiple carers sharing membership. Any additional carers on the day will be required to pay the days admission.

DATA PROTECTION

Please visit our Privacy Policy online regarding how we use the information we take from you to process your membership: <https://www.pensthorpe.com/privacy-policy/>