

## Willows Farm Village Membership Terms and Conditions of use

### To be retained by customer

- By taking out a Willows Farm Village Membership you accept these terms and conditions of use.
- If you are paying for your Membership by monthly Direct Debit you are committing to make a minimum of 12 monthly consecutive payments. Payments will continue to be taken until you cancel your Direct Debit with your Bank or Building Society.
- A Membership Card is only valid when used and/or presented by the named Member as printed on the card. Misuse will result in the Membership being withdrawn.
- Each Member will be issued his or her own Membership Card in their own name.
- Memberships are non-transferable and cannot be sold or given away to a third party.
- The authorised Member must show their Membership Card at the Entrance each time they visit Willows Farm Village.
- Visitors under 14 years of age must be accompanied by an individual 18 years of age or over.
- Photocopies of Membership Cards will not be accepted.
- All Membership Cards remain the property of Willows Farm Village and can be withdrawn in the event of fraud and misuse. This includes, but is not limited to, allowing a third party to attempt to gain access to Willows Farm Village with a Membership Card of which they are not the valid holder.
- Failure to present a valid Membership Card will result in a charge of the 'on the day' admission rate.
- Membership Cards cannot be used in conjunction with any promotional offer or voucher.
- Lost Membership Cards should be reported to Willows Farm Village immediately. In the event of a lost Membership Card, Willows Farm Village will re-issue a replacement card and charge an administration fee of £5.00 per card.
- When applying for a Child Membership, an adult's name and address MUST be supplied for all correspondence.
- A Family Membership is valid for up to five named people at least one of whom must be a child.
- All correspondence, cards and mailings will only be sent to the lead adult name and address given on this application form.
- For your security a photograph will be taken when you first use your Membership Cards and held on our system for authorisation on entry. Please note the photo will only be used for the purpose of verification.
- The Lifetime Price Guarantee offered to you will be the published full price at the time of application for new Memberships. This price will be offered for all subsequent renewals paid annually in advance prior to the Membership expiry date and on the basis that the Membership Type remains unchanged (ie. individual/family). Payers by Direct Debit will have no increase in the value of the Direct Debit after 12 months as long as their payments remain uninterrupted.
- Separate terms and conditions apply for 'Nanny' and 'Child Minder' Memberships on request from the Entrance.
- Extra charge applies for entry to Santa's Grotto for Child Members.
- Events subject to change without notice and no refunds are given should the Farm Village close due to conditions beyond our control.



## Willows Membership - Incredible Value

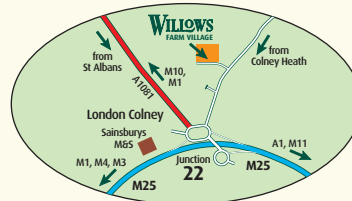
Becoming a Willows Member allows you to visit Willows Farm Village as often as you like. We're open 7 days a week throughout the year and costs from as little as 16p per person a day. Fantastic value to keep the children entertained all year long with a changing programme of seasonal events and new activities.

### As a Willows Member you will also receive:

- 3 Information-packed newsletters a year
- Invitation to 2 exclusive Member's Events
- Special offers and discounts such as **10% discount** off Children's Birthday Parties
- Complimentary gift every winter
- Discounted entry to Santa's Grotto



### How to find us:



Just 300 metres from junction 22 of the M25.

### Opening Times:

Open daily 10am to 5.30pm  
Open until 4pm 24th and 31st December  
(Closed 25th to 27th December and 1st January)



Willows Farm Village, Coursers Road, London Colney, St Albans, Hertfordshire AL4 0PF

**Telephone: 0870 129 9718**  
**www.willowsfarmvillage.com**  
**Email: info@willowsfarmvillage.com**

Baby changing and disabled WC facilities. Guide Dogs are allowed in the Farm Village. FREE car and coach parking.  
Events subject to change without notice. Please call before travelling. Prices correct at time of going to press (December 2009).



Open  
All Year

## Willows Membership Application Form 2010

- Unlimited Entry
- New activities every year
- Incredible Value
- Members Newsletters
- Exclusive Members Events
- Special Members Discounts
- Seasonal Events
- Complimentary Members Gift
- Discount to Santa's Grotto
- Pay monthly by Direct Debit
- Includes entry to



From 16p  
per person a day

FOR OFFICE USE ONLY

# Willows Membership

Today's Date

Direct Debit Date

Verification Seen

Membership Number

DD Ref

Staff Signature

You can choose to make one payment or spread the cost over the year and pay by Direct Debit	Make one payment for the year			Pay monthly by Direct Debit		
	Annual	Number	Total £	Monthly Direct Debit	Number	Total £
Adult	£75.00			£6.25		
Child <small>(2 to under 14 years) Under 2's free</small>	£87.00			£7.25		
Family <small>(up to five people)</small>	£294.00			£24.50		
Discount for disabled	- £6.00			- £0.50		
<b>Grand Total £</b>				<b>Grand Total £</b>		

(prices valid until 31st December 2010)



We guarantee that each year you renew your \*Membership the price will not change from the price you pay today!

\* When renewed by the expiry date to the same membership type. See terms and conditions.

## Personal Details

Please ensure all details are completed clearly and in full in **BLOCK CAPITALS** in order for your membership to be processed without delay.

### Lead Adult Member (All correspondence will be sent to this address)

Title First Name Surname

Address

Post Code

Home Telephone Mobile

Email

(Please tick box to give permission for your email address to be used by Willows for information and promotional communication )

## Members Details

Title	First Name	Surname	Adult/Child	Date of Birth (Children under 14)

If you need any help completing this application form please ask a member of staff or call **0870 129 9718**

## Payment Method

You can pay for your Membership in one lump sum or by setting up a monthly Direct Debit. One off payments can be made by cash (on site only), cheque or debit/credit card. Direct Debit payments can be set up on site and by post but not over the telephone.

### Direct Debit Payments

Please complete the DD form below, then hand in at the Entrance, or send by post.

### Cheque

I enclose a cheque for the amount of £ ..... Please make cheque payable to **Willows**.

### Cash

Cash can only be accepted when paying in person at Willows Farm Village at the Entrance.

£ ..... Cash Paid

## Credit/Debit Card

All details **must** be completed

Please tick type

Mastercard  Visa  Switch/Maestro

Amount to be debited £ .....

Card no

Expiry date Start date (Switch/Maestro) ISSUE NO (Switch/Maestro)

Card Security Code  Last 3 digits

Cardholder's Billing Address Postcode

House No. or Name

Cardholder's Name

Date

Cardholder's Signature



## Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in the form and send to: Willows Farm Village, Coursers Road, London Colney, St Albans, Hertfordshire AL4 0PF.  
Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society

Address

Postcode

Name(s) of Account Holder(s)

Branch Sort Code

Bank/Building Society account number

Originator's Identification Number

6 9 1 0 0 6

Reference

Instruction to your Bank or Building Society

Please pay **Bowmans Leisure Limited** T/A Willows Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Bowmans Leisure Limited T/A Willows and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

## How To Apply

### IN PERSON

- Please note applications for payment by Cash can only be made in person at Willows Farm Village.
- Hand in this completed application form with your preferred method of payment at Willows Farm Village Entrance during opening hours.
- You will be issued with a temporary pass as proof of purchase, which will be valid for 28 days until you receive your Membership Card(s) in the post.

### BY POST

- Enclose your cheque, complete your credit/debit card details or the Direct Debit mandate on this application form (please do not send cash through the post).
- Post your completed application form to:  
**Willows Membership,  
FREEPOST MID 26238, Hatton House, Hatton,  
Warwick CV35 7BR.**

### BY TELEPHONE

- Please call **0870 129 9718** between 10.00am and 4.00pm Monday to Friday.
- Please have your credit or debit card details ready. Direct Debits cannot be accepted by telephone.

Please allow up to 28 days for your Membership Cards to be delivered.



### The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme.
- The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Bowmans Leisure Limited T/A Willows will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Bowmans Leisure Limited T/A Willows or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

