



Sacrewell Pass Terms & Conditions.

On purchasing a Sacrewell pass, you are accepting these Terms and Conditions as a basis of a contract between Sacrewell and yourself.

No contract exists between yourself and Sacrewell until payment has been received and you have received confirmation of your order from us. Please read these Terms & Conditions carefully before you purchase your pass.

Pass Types:

- **SACREWELL ACCESS ALL AREAS PASS**

In purchasing a Sacrewell Access All Areas Pass you will become a pass holder and be entitled to access all areas including any available Playbarn sessions during your visit, excluding events. (Please note the Playbarn may be closed due to private hire)

- **SACREWELL TERM TIME PASS**

In purchasing a Sacrewell Term Time Pass you will become a pass holder and be entitled to Monday to Fridays access during Term Time (39 weeks) to all areas including any available Playbarn session during your visit, excluding events. (Not valid for weekends or bank holidays)

For all pass types, the following applies:

One card will be issued per person, and only the named person may use the card for entry. The name and number of the person associated with the pass is printed on the card by Sacrewell.

Passes are non-interchangeable, non-refundable and non-transferable. Any pass being used fraudulently or defaced will be retained by Sacrewell and no refund issued.

On purchasing any pass, you will be required to provide the following:

- a. Full Name;
- b. Date of Birth;
- c. A Photograph which will be taken upon sign up;
- d. Residential Address; and
- e. For Adult Pass Holder, a contact telephone number and email address.
- f. For Child Pass Holder, a lead adult's name, contact telephone number and email address for correspondence.

Any correspondence and mailings will be sent only to the lead adult at the address and/or email address supplied in the application.

The pass must be presented on arrival for free admission. Any visitors unable to produce their pass will be charged the standard admission price which will not be refunded.

All sessions must be pre-booked online prior to visits.



The pass is valid for 12 months from the date of purchase for the named pass holder. Expired passes will not be accepted, and the standard admission price will be charged for entry.

Children must be always accompanied by an adult.

Sacrewell reserves the right to charge an admin fee to replace any lost or damaged cards, Sacrewell reserves the right to refuse admission.

Sacrewell reserves the right to refuse entry to any visitors or to escort them off the premises, as a result of any unreasonable behaviour. Unreasonable behaviour includes, but is not limited to:

- a. any conduct which is, or could be reasonably considered to be, inappropriate, threatening, abusive, violent or insulting;
- b. any disregard to the specific site rules of Sacrewell;
- c. any disruption caused to other visitors or staff;
- d. any behaviour deemed to be in contravention of these Terms by Sacrewell

Such behaviour will not be tolerated and Sacrewell reserves the right to cancel Passes, without refund or compensation in these circumstances. Sacrewell also reserves the right to refuse renewal of any pass at any time where such behaviour has occurred.

By accepting these Terms and Conditions, you acknowledge and agree that access to Sacrewell may be affected as a result of circumstances beyond the control of Sacrewell, including but not limited to:

- a. acts of God;
- b. adverse or inclement weather conditions which make opening Sacrewell impossible, impractical or unsafe for the staff or Pass Holders, visitors or the animals at Sacrewell;
- c. terrorist attack, civil war, commotion or riots or any involvement of the police or fire service which makes opening Sacrewell impractical or unsafe for staff, pass holders, visitors or the animals at Sacrewell;
- d. collapse of buildings, fire, explosion, accident, failure or absence of essential services such as national or local power grid, water or other utilities, power failure or failure of technical or safety facilities; or
- e. any laws, rules, regulations, instructions, orders, advice or guidance from any relevant authority including but not limited to, advice from the Local Authority or Government, that relates directly to Covid-19 and/or any associated variants, and/or any other epidemic, pandemic or communicable disease.

Where a situation arises which requires Sacrewell to close, change its opening hours, alter its capacity, or make any other substantial change to its operation, Sacrewell will not be obliged to provide any refund or compensation to Pass Holders. Pass Holders are advised to check our website and social media feeds for updates and available Playbarn sessions before visiting. Any adjustments will be made at Sacrewell's discretion.

The prices of all Sacrewell pass schemes are reviewed periodically. Following your initial 12-month term, Sacrewell is entitled to change the price payable for passes at any time, at its absolute discretion.



Sacrewell reserves the right to discontinue any Pass scheme at any time. Notice will be provided to Pass holders 30 days in advance. Sacrewell will refund a pro-rata amount for any unused Pass which has been paid for in advance.

Definitions for admission and pass holders - Holder Criteria

Adult Pass: Any named person who is above 16 years old on their arrival into Sacrewell.

Child Pass: A named child who is aged 2 or above and under the age of 16 years old on their arrival into Sacrewell. Children under 2 years old are free of charge and from the child's 2nd birthday, a pass will be required to be purchased for entry to the site.

Under 2's: A child that is under the age of 2 years on their arrival to Sacrewell and reserves the right to ask for identification or proof of age.

Carers: Free admission for a carer accompanying a person who requires support, with proof of Carer's Allowance letter or Disability Living Allowance letter or Personal Independence Payment letter.

Concession Passes: Either a named person who is 60 years old or above on their arrival into Sacrewell (Senior concession) or for any named persons belonging to Emergency Services, who must show a valid Blue Light Card to be eligible for this offer as set out in these guidelines <https://www.bluelightcard.co.uk>). Armed Forces personnel to contact the office directly.