

## General

1. By taking out a Monkey Bizness pass you (as the purchaser of the pass on behalf of the passholder) accept and will adhere to these passholder terms and conditions and the Monkey Bizness Rules of Play, including any reasonable updates made in accordance with clause 13.
2. Each pass only entitles the passholder and one accompanying adult access to the Monkey Bizness location at which the pass was taken out subject to availability and capacity limits.
3. All passholders are required to have their photo taken upon signing up for a pass. We require this for passholder identification and to prevent misuse of passes. Please see our privacy policy for details of how we store and use your data. Your personal data will be processed in accordance with applicable data protection laws, including the UK GDPR. Details of lawful basis, storage and retention are set out in our Privacy Policy.
4. Monkey Bizness passholders are entitled to entry with one accompanying adult during standard opening times at the Monkey Bizness site at which the pass was purchased, subject to capacity and these Terms. Additional visitors must pay the applicable admission charge unless attending under the 'Two for Tuesday' promotion.
5. Should a passholder visit during a period when their pass is on hold, they will not be able to enter as a passholder and will be required to pay the full-day admission charge to enter the centre.
6. A pass is only valid when used and/or presented by the named passholder and an accompanying adult. Misuse will result in the pass being suspended or terminated. No refund will be issued where termination or suspension is due to misuse.
7. Passes are non-transferable and non-refundable.
8. The authorised passholder or accompanying adult must scan the QR code on their pass each time they visit Monkey Bizness.
9. No refunds or compensation will be paid should Monkey Bizness close in full or part.
10. Passes cannot be used in conjunction with any promotional offer or voucher. Extra charges apply for special events.
11. All correspondence in connection with the passholder will only be sent to a nominated lead adult member who is responsible for ensuring all Terms and Conditions are met, to advise of any changes to contact details and for ensuring that the passholder complies with the Rules of Play.
12. Entry to Monkey Bizness remains on a first-come, first-served basis. Holding a pass does not guarantee entry if Monkey Bizness is full.
13. Monkey Bizness may update these Terms and Conditions from time to time. Where changes are material, we will provide reasonable notice (normally at least

30 days). If you do not agree to the changes, you may cancel your pass without penalty before the changes take effect..

#### Two-for Tuesday

1. Each passholder can generate up to 10 complimentary child passes each year which will expire if unused within 12 months.
2. Two for Tuesday passes can only be used on Tuesdays during off-peak periods.
3. The passholder and accompanying adult must accompany the user of the complimentary pass into Monkey Bizness.
4. Complimentary passes can only be generated if passholder payments are up to date.

#### Age limitation

1. A Monkey Bizness pass is only available to children aged under 12 years, which is the maximum age for pay in Monkey Bizness centres.
  2. A pass will not be sold to a child who is older than 11 years old on the day of commencement of the pass validity.
  3. A child's pass will cease to be valid at midnight at the end of the day before their twelfth birthday.

#### Ending your pass.

1. By accepting these terms and conditions, you are committing to a minimum term of 12 months, by making 11 consecutive monthly payments. Payments will continue to be taken until you cancel your pass. Should it not be possible to collect your monthly payment due to insufficient funds for three days in a row, your pass will be suspended but you will remain responsible for payments during the minimum 12 month term.
2. When paying monthly, your subscription will start upon the day of purchase with a double payment. A payment will be on the date of purchase and subsequent payments will be taken on the same day of each month for 10 months. Your 12<sup>th</sup> month will not be charged.
3. After the initial 12 month term, your pass will become a rolling one month pass, with a 2 month notice requirement for cancellation. Should you wish to cancel your pass after your initial 12 month term, you will be required to give 2 months notice. This means that we will take your next 2 payments and your pass will end after 2 months.
4. Monkey Bizness reserves the right to contact the named adult connected with the passholder to collect overdue payments and by accepting these terms and

conditions you agree to Monkey Bizness storing and using your data for these purposes in accordance with applicable data protection laws.