



TERMS & CONDITIONS

1. A Friend of the Den pass can only be used by the named pass holder. An Annual Pass displays a photograph which must be a true likeness of the holder and is within the validity period.
2. The Friend of the Den pass is valid for 1 year from the day of purchase, not the day of card collection. The “valid until” date will be printed on your card.
3. Photocopies of a Friend of the Den Annual Pass will not be accepted.
4. Pass sharing is a breach of these terms and conditions and any attempted use of an Annual Pass by someone other than the photographed and named holder, regardless of reason, will result in access being refused and the Annual Pass being revoked without compensation to any person including the named holder.
5. Please treat your Annual Pass Card like cash and keep it safe. All passes are sold on a non-refundable and non-transferable basis.

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6. A Friend of the Den pass allows the holder unlimited entry to William's Den all year round, however we reserve the right to limit play sessions at any time. At peak times it may be necessary to pre-book your visit with us in advance.
7. Your Annual Pass does not entitle you to guaranteed access for any events or activities unless otherwise stated, admission for these will need to be purchased separately.
8. The management of William's Den reserves the right to refuse admission for any reason as provided by our regulations including, but not being limited to, the attraction reaching full capacity.
9. Friend of the Den Annual Pass Holders may receive discount or benefits when visiting William's Den. **However**, William's Den is entitled to remove change and/or withdraw any discounts or benefits at any time and for any reason without notice.
10. The purchase of a "Concession" Friend of the Den Annual Pass is subject to proof of the relevant identification - age, student card, disability and armed forces id including photo identification.
11. If you are a named "Carer" accompanying a Friend of the Den pass holder, then you will qualify for free entrance on the day of your visit subject to proof of Carer status. We accept proof in the form of either a DLA letter in the carers name or PIP letter.
12. William's Den reserves the right to vary the opening and closing times at its own discretion as well as close, remove or cancel events or facilities for any reason, for avoidance of doubt, the full value or any part of the Friend of the Den pass will not be refundable nor will any compensation be payable.

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13. In the event of a lost, stolen or damaged card, please inform us immediately. William's Den will re-issue a replacement Card. This is subject to a £5.00 replacement fee per card being re-issued. If your pass is stolen, you will need to report this to the police for a crime reference number and provide this for information when replacing your pass.
14. Refunds are not available in any circumstance. This does not affect consumers statutory rights.
15. William's Den is entitled, in its absolute discretion, to change the price payable for its Friend of the Den Annual Passes at any time and may introduce pricing changes or promotional offers to Friends of the Den and / or general visitors.
16. William's Den reserves the right to vary these terms and conditions which may include opening days and times. We will give Friend of the Den Annual Pass notice of such variations.
17. Any use or attempted use of an Annual Pass in breach of these terms and conditions or our play rules or regulations will result in the annual pass being revoked without compensation.

** current rates shown, as at May 2018, and subject to change*

** benefits & FAQ's – available on the website*

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