

# Active Tameside Annual Pass

## Terms & Conditions



By purchasing one of the varieties of Active Tameside Annual Pass listed in Terms 1.1 and 1.2 of these Terms and Conditions (“Annual Pass”) from Active Tameside you are deemed to have accepted these Terms and Conditions of use (“Terms”).

These Terms are inherent characteristics of the Annual Pass and are independent of any other contract and cannot be varied. Purchase and use of an Annual Pass is in accordance with the regulations of each individual Attraction (as defined below), copies of which are available at each Attraction or can be obtained online at

[www.activetameside.com/offer/annual-pass/](http://www.activetameside.com/offer/annual-pass/)

**Please ensure that you are willing to be bound by these regulations before purchasing your Annual Pass.**

An Annual Pass will only be valid when it is used and/or presented by the named holder, it displays a photograph of the named holder in accordance with Term 4.6 and it is within the Validity Period (as defined in Term 6).

Only authentic Annual Passes will be accepted at an Attraction and Active Tameside reserves the right in its absolute discretion to refuse entry to any person attempting to use an Annual Pass which is not an authentic pass, without offering any compensation. Any use or attempted use of an Annual Pass in breach of these Terms or the relevant Attraction’s regulations will result in the Annual Pass being revoked without a refund and/or compensation.

For the avoidance of doubt, pass sharing is a breach of these Terms and any attempted use of an Annual Pass by someone other than the photographed and named holder, regardless of the reason, will result in access being refused and the Annual Pass being revoked without a refund and/or compensation. For this reason, you should ensure that the Annual Pass is kept in a safe and secure location where others will not have access to it.

**1. The varieties of Annual Pass available for purchase are:**

- 1.1** The Annual Attractions Pass; and
- 1.2** The Annual iPlay Zone Pass

The Annual Pass may be purchased as an Individual Annual Pass

**2.** As specified below, these Terms will apply differently to the various types of Annual Pass

**3.** The Active Tameside attractions that are part of the Annual Pass scheme are: Sky High Adventure, Total Adrenaline, Hyde Leisure Pool and iPlay Zone

(All of these Attractions shall be collectively referred to as “Attractions” and “Attraction” shall be interpreted accordingly).

**4. Each Annual Pass holder will be issued with their own Annual Pass and will be required to supply the following:**

- 4.1** Their first name and surname;
  - 4.2** Their date of birth;
  - 4.3** Their residential address;
  - 4.4** A contact telephone number;
  - 4.5** A contact email address;
  - 4.6** A photograph which must be a true likeness of the holder and which must conform to UK passport photo requirements; and
  - 4.7** Emergency contact information
- 5.** The purchaser of an Annual Pass must be 16 years or over (and if purchasing an Annual Pass on behalf of a minor the purchaser confirms that they are acting as agent for and on behalf of that minor).
- 6.** An Annual Pass entitles the holder to admission to the Attractions for a period of 12 months from the date of issue and is subject to the operating calendars of each Attraction and any applicable exclusion dates. Please check individual Attraction opening and closing times and the Annual Pass exclusions before your visit. Please note that not all Attractions are open all year.
- 7.** Active Tameside, in its absolute discretion, reserves the right to vary the opening and closing dates of the Attractions and to close, remove or cancel all or any part of the activities within the Attractions for any reason including, but not limited to, technical, health and safety and/or operational reasons or due to special events or private functions. For the avoidance of doubt, the full value or any part of the value of the Annual Pass will not be refunded nor will any compensation be payable if any of the Attractions become unavailable or if any or part of any of the Attractions are closed or removed from the Annual Pass scheme.

**8. Annual Pass exclusions:**

- 8.1** An Annual Pass does not entitle entry outside the Attraction's normal opening hours as published on its website.
  - 8.2** Activities are subject to availability and capacity.
- 9.** An Annual Pass is subject to additional charges including, but not limited to:
- 9.1** Entry to any themed and/or special events taking place at the Attractions
  - 9.2** Food and beverage served at each Attraction

**9.3** Clothing sold at each Attraction e.g. Socks at Total Adrenaline

An Annual Pass does not guarantee discounted entry to these activities and food & beverage, however such discounts may be available at Active Tameside's discretion.

**10.** An Annual Pass will not guarantee immediate entry to any Attraction. At Attractions which allocate individual time slots for entry, Annual Pass holders are required to book an available time slot in advance in order to guarantee entry to the Attraction. Advance booking is not available at Hyde Leisure Pool and iPlay Zone; however, entry shall be subject always to the Attraction not being at full capacity. Annual Pass holders are able to book an available time slot online by visiting the relevant Attraction's website.

**11.** To use an Annual Pass, the authorised holder must show it at the reception, turnstile or other authorised entry point of the relevant Attraction. Entry to an Attraction by use of an Annual Pass will only be permitted if a valid Annual Pass can be presented. Alternatives to presenting an Annual Pass such as by showing a photograph and/or photocopy of the Annual Pass or by evidencing communication/documentation from the Attraction which issued the Annual Pass, will not be accepted. Failure to present a valid Annual Pass (due to it having been lost, stolen or forgotten) will result in a charge of the "on the day" admission rate applicable to the relevant Attraction, which will be non-refundable.

**12.** All Annual Passes remain the property of Active Tameside and can be withdrawn at any time. Annual Pass holders shall take all reasonable steps to ensure that an Annual Pass is kept secure at all times and any Annual Pass which has been lost, stolen and/or damaged should be reported to the relevant Attraction pursuant to Term 15. Annual Passes are non-transferable and cannot be sold, loaned or given away to or used by a third party. An Annual Pass will automatically be deemed void and shall be revoked without a refund and/or compensation if sold, loaned or given away or if any attempt is made to sell, loan or give it away. Access will be denied to any or all Attractions in the event of fraud or misuse of the Annual Pass and the Annual Pass will be withdrawn from any person whose conduct is deemed to be inappropriate in the absolute discretion of Active Tameside.

Inappropriate conduct includes, but is not limited to, displaying any sign or visible representation of any kind

which is, or could reasonably be judged to be, threatening, abusive or insulting to any member of Active Tameside staff and/or other members of the public visiting the Attractions, or allowing or assisting a third party to attempt to gain unauthorised or improper access to any Attraction with an Annual Pass of which they are not the valid holder. For the avoidance of doubt, no refund and/or compensation will be given in such circumstances.

**13.** Possession of an Annual Pass does not guarantee entry to the Attractions. The management of the relevant Attraction, acting reasonably, reserves the right to refuse admission at any time and for any reason including, but not being limited to, the Attraction being at full capacity.

**14.** Possession or use of the Annual Pass does not guarantee immediate entry to any Attraction especially during peak times.

**15.** A lost, stolen and/or damaged Annual Pass should immediately be reported to Active Tameside by contacting [hello@activetameside.com](mailto:hello@activetameside.com)

**16.** In the event of a lost, stolen and/or damaged Annual Pass, Active Tameside will re-issue a replacement Annual Pass subject to a maximum of four replacement Annual Passes per Annual Pass holder per year. Replacement Annual Passes will only be issued at the original issuing Attraction to the individual whose details have been provided in accordance with Term 4. An administration fee of £3 will be charged for the re-issue of each lost or damaged Annual Pass. The re-issue of stolen Annual Passes will also be subject to the £3 re-issue fee unless the holder can provide Active Tameside with a relevant crime reference number when requesting that the Annual Pass is re-issued.

**17.** Unless stated otherwise, an Annual Pass cannot be used in conjunction with any promotional offer, voucher or advance booking or with any discount or retail/restaurant incentive.

**18.** Refunds are not available in any circumstances. This does not affect consumers' statutory rights.

**19.** Active Tameside shall only use an Annual Pass holder's details in accordance with Active Tameside's privacy policy. Active Tameside reserves the right to use an Annual Pass holder's details to contact them in relation to service information, including, but not limited to, information about changes to these Terms, expiry and/or renewal reminders. Active Tameside also reserves the right to use an Annual Pass holder's details for marketing purposes for its products and events unless that Annual Pass holder has opted out of receiving such information. If you wish to opt out of receiving such information at any time please contact us by email via [hello@activetameside.com](mailto:hello@activetameside.com)

**20.** Active Tameside is entitled, in its absolute discretion, to change the price payable for its Annual Pass at any time and for any reason and may from time to time offer pricing or promotional offers at specific Attractions, online, via telephone or through third party channels. Please note that Active Tameside does not price match the price payable for an Annual Pass.

**21.** Active Tameside reserves the right to vary these Terms by giving Annual Pass holders no less than 30 days' written notice of such variation by using the details provided in accordance with Term 4.

**22.** Height and age restrictions apply to certain attractions. Some attractions will also require children to be accompanied by an individual aged 16 years or over. Our admission policies can be found on our websites:

**Hyde Leisure Pool:**

[www.activetameside.com/child-admission-policy](http://www.activetameside.com/child-admission-policy)

**Sky High Adventure:**

<http://www.skyhighadventure.com/faqs/>

**Total Adrenaline - Trampoline Zone:**

<http://www.totaladrenaline.co.uk/department/trampoline-zone/>

**Total Adrenaline - Laser Zone:**

<http://www.totaladrenaline.co.uk/department/laser-zone/>

