

## Direct Debit Terms and Conditions

These terms and conditions together with your completed membership form create the basis of the contract through which Wild Life Group Limited (trading as Yorkshire Wildlife Park) will deliver your membership through a direct debit arrangement.

Please read these terms and conditions carefully before applying for membership. In consideration of Yorkshire Wildlife Park 'YWP' accepting your application to become a member, you agree to be bound by the terms and conditions set out below along with the general terms and conditions set out on our website at <https://www.yorkshirewildlifepark.com/terms-of-entry>.

### Direct Debit

- Your Direct Debit membership is a 12-month contract and will automatically renew each year until you inform us of cancellation (after the initial 12 months only).
- We issue a courtesy renewal reminder each year and we will advise you if your payment rate is due to change.
- We reserve the right to withdraw the offer of Direct Debit at any time.
- YWP membership is a 12-month product, therefore if a monthly Direct Debit is cancelled mid-term or a monthly payment fails, you will remain liable for the outstanding balance. Your membership will be suspended until such time as the outstanding balance is settled.
- If paying by Direct Debit and you wish to cancel your membership, this can be done at the point of renewal.
- When you set up your direct debit, you will be given the option of five dates that your payment can be deducted from your account. Please note that your membership will not be activated until the first direct debit payment has been taken. Therefore, if you want to start using your membership as soon as possible, it is advisable that you chose the date nearest to the date you set up your membership. You will not be permitted to use your membership until we have received the first payment.
- When setting up your direct debit mandate, the first direct debit payment will be for £25 (irrespective of it being an adult or child membership) and the remaining balance will be split over eleven months. In your second year (and any subsequent year) of membership, the total cost of your renewal membership will be split equally over twelve months.
- An administration charge of £3.01 will be added to the cost of your membership when choosing to pay by direct debit. Please note that this charge may change at your renewal, and you will be advised by e-mail if this is to change.
- If the direct debit payment is not successfully collected from your account, you will be contacted by a member of Guest Experience to arrange payment. Failure to make the payment may result in your membership being suspended and ultimately terminated.