



## **Gold Membership Scheme for Social and Special Needs Groups**

### **Full Terms and Conditions**

1. Gold Membership is given to specifically named groups, schools and school units that meet required social or special needs conditions. It is not transferable to other non-social or non-special needs groups or individuals within the same umbrella organisation or to other organisations (e.g. a hearing-impaired unit within a school may have a Gold Membership but cannot lend it to another mainstream class within the school to use).
2. The membership may not be used by staff members or clients for private visits with their families or friends.
3. The membership only covers the organisation's members and accompanying staff. With the exception of specific family-based organisations, the membership cannot be used to cover an organisation's family outing. Parents, grandparents, siblings or friends accompanying them on the visit as a day out would need to pay admission fees.
4. The membership may be used every day that we are open, with the exception of: Bank holiday weekends (Sat-Mon and Good Friday).
5. During busier periods (school holidays) we are regrettably unable to accommodate parking of minibuses/coaches. If visiting during busier periods with larger vehicles, drop-off / pick-up must be arranged. Note that we are able to accommodate transit-sized vehicles (e.g. people carriers) during busier periods.
6. **You must inform us by email (see below) that you are coming at least 24 hours in advance of your visit to [visitescot@wildwoodtrust.org](mailto:visitescot@wildwoodtrust.org)**, (on health and safety grounds it is important for us to know of any groups in the park in case of an emergency).

To book your visits, please advise us of the following;

- Membership name and number
- Proposed day and date of visit
- Expected arrival time
- Number of clients/residents and staff attending
- If you will be bringing minibus or coach
- Any specific requirements on the day

7. We reserve the right to ask you to postpone your visit if circumstances are unsuitable, e.g. a high number of existing bookings on a very busy school day.
8. Wildwood's decision on your eligibility for the group membership scheme will be final.

9. Gold Membership does not cover groups where the majority of students or members do not have social or special needs.
10. You must let us know of any material changes to or within your organisation, including change of contact person.
11. Groups who arrive without notifying us and/or are outside the restrictions on their membership may be turned away or asked to pay the relevant admission fees.
12. The staff member in charge of the visit must bring the membership card and show it to our admission staff.
13. Staff members visiting the park are responsible for their clients/residents. Wildwood staff will assist where possible, but overall duty of care lies with the persons leading the visit.
14. We understand that social and special needs members may need a higher ratio of support staff accompanying them on external trips. However, if a large number of staff attend (more than 1:1), they may be charged the relevant admission fees, unless you have contacted us first to explain the need for extra staff.
15. Group sizes are limited to a maximum of 30 clients/residents (plus accompanying staff) in any one day. Any booking requests exceeding these numbers will require advance notification in order to be considered.
16. Though we are usually able to accommodate minibuses in our carpark outside of school holidays, we would ask that you arrange for any coaches to drop-off and pick-up visitors where possible, as we may not be able to accommodate during busier periods.
17. Replacements for lost membership cards carry a £10 administration charge.
18. Failure to adhere to the terms and conditions may result in your membership being cancelled.
19. Wildwood Trust reserves the right to change these terms and conditions at any time. These can be found on our website [www.devon.wildwoodtrust.org/terms-conditions/](http://www.devon.wildwoodtrust.org/terms-conditions/)

**Please do not forget that we are a charity, subject to Charity Commission rules, and it is imperative that members of this scheme do not abuse it.**

If you have any questions, please contact the Wildwood Escot Visitor Services Team on 01404 822188 or email [visitescot@wildwoodtrust.org](mailto:visitescot@wildwoodtrust.org)