



Membership/Gift card Terms & Conditions

These Terms & Conditions are valid for all membership and gift card purchases at Magic Castle.

They set out the basic legal Terms & Conditions between us ("Magic Castle") and you ("purchaser"). Please make sure that you and any recipient of a membership or gift card are aware of any of the Terms & Conditions that may apply to them.

- The Magic Castle Membership / Gift card is not a cheque guarantee, credit or charge card.
- The Magic Castle Membership / Gift card must be purchased at a cost of £1.00.
- The first time minimum amount to activate the Magic Castle Membership / Gift card is £20.00.
- A minimum payment of £20.00 must be made to top up the Magic Castle Membership / Gift card.
- You may use the Magic Castle Membership / Gift card to make purchases only onsite at the Magic Castle soft play centre in Camberley.
- The Magic Castle Membership / Gift card cannot be redeemed via telephone/mail-order.
- If the Magic Castle Membership / Gift card is not used for a consecutive period of 24 months - whether to make a purchase or top-up - the card will automatically expire at the end of that period. To reactivate the card, or check the status of the card, please enquire in store at any till point.
- If the Magic Castle Membership / Gift card is not used for a consecutive period of 36 months - whether to make a purchase or top-up - the card will automatically expire and be deleted from the system and any outstanding balance will be forfeit.
- When you use the Magic Castle Membership / Gift card, the amount of your purchase will be deducted from the balance on the card. Change will not be given.
- All items purchased with the Magic Castle Membership / Gift card – with the exception of discounted services, items already discounted or pre-price marked items will receive a 10% discount.
- You may obtain information about the remaining balance on the card at any till point onsite at the Magic Castle Camberley.
- You may only redeem your Gift Card in GB pounds sterling.
- The Magic Castle Membership / Gift card cannot be redeemed or exchanged for cash.
- Refunds will not be given for the purchase of a Magic Castle Membership / Gift card.
- The Magic Castle Membership / Gift card is like cash. Lost, stolen or damaged cards cannot be replaced.
- All refunds of goods or services purchased with the Magic Castle Membership / Gift card will be made in accordance with the Magic Castles' Refund Policy. This does not affect your statutory rights.
- Magic Castle reserves the right to amend these Terms & Conditions from time to time, where we consider it reasonable and necessary to do so. The current conditions will be available at all times in-store and at www.magic-castle.co.uk