

Club Membership Terms and Conditions

We sincerely hope you will enjoy all the benefits of being a Drusillas Club Member including unlimited access to the park 362 days a year. For clarification the terms and conditions under which membership is offered are listed below

- We are unable to process a membership application or issue a membership card without a passport sized photograph of each person. The photo needs to be a head and shoulder shot and can be a snapshot providing it shows clear identification. Any photograph provided must be clearly marked on the reverse with the member's full name. We will endeavour to return the photograph supplied, but this cannot be guaranteed.
- Membership expires 12 months from the date we receive the membership application, not from the date we receive the photograph or membership card is collected.
- Membership benefits, including entrance to the park, are not valid until a membership card has been issued.
- Entrance to the park will not be permitted without a valid membership card.
- Members can use any gate for entry but only the Membership gate for card collection, applications, renewals, reversals, enquiries, etc. There is no automatic right to entry without queuing however on exceptionally busy days we will endeavour to fast track members whenever possible.
- We will not automatically replace a lost or stolen membership card. A replacement card will only be issued upon production of photographic proof of identity, such as a passport or photo driving licence, and is subject to a small administration fee.
- A membership or membership card is not transferable.
- Membership benefits only apply to the card holder and are not extended to other family members.
- Any change of address must be notified in writing either by post or e-mail to membership@drusillas.co.uk
- Babies and those not yet two years old are free of charge. Any child of a current member reaching their second birthday will be charged the full daily admission rate.
- A current member who has a child reaching their second birthday at least three months before their own membership expires can purchase a membership for that child on a pro-rata basis to coincide expiry dates.
- With the exception of a two year old child of a current member, a membership is for a minimum of 12 months, there are no short-term memberships or pro-rata refunds if you wish to terminate a membership prior to its expiry.
- Admission to the park and use of the facilities are subject to the published last admission and closing times.
- Under normal circumstances Drusillas is open 362 days a year. If we are forced to close due to circumstances beyond our control we regret membership cannot be extended or monies refunded.
- Gold membership is only available to children and is not offered to adults. If you wish to upgrade an existing standard membership to a gold membership the full difference will be charged regardless of the residual term.
- With the exception of Jungle Adventure Golf, which is open all year round, the additional gold membership benefits are available most weekends and East Sussex school holidays, weather permitting.
- Standard and gold membership benefits are reviewed each December. Current benefits apply to the calendar year and are subject to change without notification on the 31st December. Any change in benefits will be effective from 1st January and apply to the remaining term of membership.
- Any loyalty deduction offered is subject to a membership being renewed no later than 14 days after its expiry. No loyalty deduction is offered on a membership that has expired by more than 14 days. This offer only applies to a renewed membership and is not extended to new and/or additional family members.
- Any offer to get today's admission fee refunded is only available on the day of your visit and is dependent on you producing your original till receipt at the zoo admission gate before it closes at 4 pm (winter) or 5 pm (summer). This offer only applies to those visiting on the day, paying the full daily admission rate; it is not applicable to any additional family members who have not visited.
- Drusillas Zoo Park Ltd reserves the right to refuse admission and revoke a membership for any reason considered necessary.

On busy days our main priority is to reduce queuing time as much as possible and ask you not to direct membership queries to our admission staff in person. If you do have any queries regarding your membership please e-mail membership@drusillas.co.uk, or telephone our secretary during normal office hours on 01323 874100 extension 201. Thank you.





Club Membership Application Form

Please complete this application form in block capitals and return to Drusillas Club Membership, Drusillas Zoo Park Ltd, FREEPOST SEA2562, Polegate, East Sussex BN26 5BR, together with a passport sized photograph for each person. Drusillas Zoo Park Ltd reserves the right to refuse admission or to revoke a membership for any reason considered necessary

Your membership card and information pack will be available for collection on your next visit.

Title Mr/Mrs	Surname	Forename	Adult or Child	Children only			Ind Ref No
				Child Date of Birth	Standard or Gold	Completed by Drusillas	
			Ad <input type="checkbox"/> Ch <input type="checkbox"/>			Gold <input type="checkbox"/> Std <input type="checkbox"/>	
			Ad <input type="checkbox"/> Ch <input type="checkbox"/>			Gold <input type="checkbox"/> Std <input type="checkbox"/>	
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			Ad <input type="checkbox"/> Ch <input type="checkbox"/>			Gold <input type="checkbox"/> Std <input type="checkbox"/>	

Have you or any of the above been a club member before? Yes No

Home Address

Postcode

Home Telephone Number

Mobile Telephone Number

E-mail Please tick Home or Work

For postal applications only – if you are paying in person you do not need to enter your card details

Please debit my Visa MasterCard Solo / Maestro Issue Number

Card Number

3 Digit Security Code Start Date Expiry Date

Total amount payable £ **Please note we do not accept personal cheques**

I have read and accepted the terms and conditions overleaf Please return both copies

Signed Date

For office use only –

Application received by Date Photos received Yes No

Total Paid £ by Cash Card Standard Renewal Reversal

Application processed by Cards Printed Yes No

