



## **FUN CARD TERMS AND CONDITIONS**

1.1 The site : Clacton Pier.

The Clacton Pier Company Limited, No 1 The North Sea, Clacton on Sea, Essex CO15 1QX

1.2 These terms and conditions apply to all Fun Cards and their use. By purchasing, recharging, or using a Fun Card, you agree to use it subject to these terms and conditions that may be amended without prior notice.

### **2 GENERAL**

2.1 A Clacton Pier Fun Card allows you to use rides and attractions and to play games, arcade machines and spend at participating outlets at Clacton Pier if the card is loaded with enough credit.

2.2 The credit cost of using an activity will be displayed at each participating activity. Credits used will be deducted from the total credit balance at each tap of the card.

### **3 PURCHASING A FUN CARD AND FUN CARD CREDIT**

3.1 Fun Cards must be purchased from a point of sale or self-service kiosk at Clacton Pier

3.2 Each Fun Card costs £1.00 and credits cost £1.00 each. Half credits can be purchased at £0.50.

3.3 Fun Card credit should be topped up by paying cash or using a debit / credit card at a self-service kiosk or point of sale at the pier.

3.4 Fun Card credits may be used wherever there is a fun card reader and at any outlet displaying the 'fun card accepted here' notice.

3.5 Bonus Credits may be earned and are attached to the fun card at the time of purchase. Bonus credits have no cash value and they can be redeemed at selected rides and attractions only.

3.6 Fun Card credits and Bonus Credits have no cash value and are non-refundable.

**3.7 Unused credit ( including Bonus Credit) on a Fun Card will expire 24 months after the last use of the Fun Card.**

3.8 Transferring credit - it is NOT possible to transfer credit between fund cards.

#### 4 FUN CARD CREDIT BALANCE

4.1 Your Fun Card credit balance will be displayed on the reader after each tap to ride, play or pay. Alternatively it can be checked at a Self-Service Kiosk or point of sale points around the Pier.

4.2 By registering your Fun Card online you will be able to check your credit balance and view itemised transactions relating to your card use.

4.3 Fun Card credit balances are only protected against loss if the Fun Card is registered and the account has been frozen at the request of the registered card holder

4.4 Clacton Pier reserves the right to correct the balance on a Fun Card if we believe an error has occurred. If you want to dispute the correction please contact [info@clactonpier.co.uk](mailto:info@clactonpier.co.uk) stating your name, Fun Card number and details of the dispute.

4.5 Any correction dispute notified by a customer will be investigated and the results communicated to them at the conclusion of the investigation. Where we are able to verify the error a correction will be made, if no error is found then we will communicate an explanation.

#### 5 LOST OR DAMAGED FUN CARDS

5.1 If you have registered your Fun Card and it is lost or damaged beyond repair your account can be frozen by requesting this at the ticket office where you can also purchase a replacement card.

5.2 Clacton Pier is not responsible for any activity carried out on a lost, stolen or damaged Fun Card.

#### 6 CANCELLATION OF A FUN CARD

6.1 Clacton Pier may suspend or terminate a Fun Card if there is fraudulent or unauthorised use of it or in violation of these Terms and Conditions.

6.2. If your Fun Card is terminated the value all credits and prize tickets will be voided and may not be used by the card holder. You will not be entitled to compensation for voided or terminated Fun Cards.

#### 7 GAME MALFUNCTION

7.1 If game malfunctions during game play we allow one free game play at the same game or, if that machine cannot be quickly put back in service, on a comparable game.

7.2 If a game issues excessive Prize tickets due to a malfunction we reserve the right to deduct the excess value from the balance on the Fun Card.