

Welcome to "Friends of Rowheath Pavilion"

We're thrilled you've joined us—or are thinking about it! Below, we've answered some common questions about membership subscriptions and rules to help you get started and make the most of being a Friend. If you don't see your question here, reach out to us at info@rowheathpavilion.co.uk—we're here to help!

General Questions

Q: What is "Friends of Rowheath Pavilion" all about?

A: It's a membership program to support Rowheath Pavilion, a Grade II listed community hub opened by the Cadbury family in 1924. Your fees help us maintain our facilities—pitches, café, bar, and more—while keeping it a vibrant space for over 5,000 weekly visitors. In return, you get exclusive perks like bar access and event discounts!

Q: Who can join?

A: Anyone 18+ can join as a paying member (£3/month or £30/year). We also offer free membership (with limited benefits) to our staff, office tenants, community group leaders, home team coaches, and volunteers. Day passes (£1) are available for guests of members or event attendees. Children of members under 18 can enter the bar under the supervision of their parent/guardian until 7pm.

Q: Why do I need a membership to use the bar now?

A: Our landlord, Bournville Village Trust, has required us to make "The Gathering" sports bar members-only to keep it open. It's a change we've turned into a positive—your membership not only gets you in but helps fund upgrades to the building as well as our charity's mission.

Membership Options & Fees

Q: What membership options are there?

A: You've got choices:

- Monthly: £3/month (auto-renews, limited benefits like bar access, free quiz nights and event discounts).
- Annual: £30/year (full benefits including free quiz nights and a gift voucher).
- Guest of Member Day Pass: £1/day (bar access only, sign the logbook).
- Event Day Pass: Included with event tickets or room hire (function bar access only, guest prices).
- Volunteer/Special Categories: Free for 1 month (volunteers) or ongoing (staff, tenants, etc.), with limited benefits.

Q: How do I pay?

A: Sign up online via [Sportskey](#) with a credit/debit card (processed by Stripe, EVO, or Square). Or visit the office for help with online application.

Q: What happens if my payment fails?

A: If a payment doesn't go through, we'll notify you, and your benefits may pause until it's sorted. You'll have time to fix it—check your email for details.

Q: Can I sign up with a paper form?

A: Unfortunately, no. Due to processing and data protection, we are accepting online applications only. If you have questions about how to do this, please contact a member of our office staff and we will happily walk you through the simple process.

Benefits & Usage

Q: What do I get as a member?

A: It depends on your membership:

- Annual Members: Bar access at "The Gathering" (Happy Hour discounts, lower drink prices), free Friday pub quizzes, a café loyalty card, a gift voucher, a Rowheath logo item (while stocks last), and early bird discounts on events like Fireworks Night.
- Monthly/Volunteer Members: Bar access, Happy Hour discounts, free pub quiz entry for month and event discounts.

All members can opt into newsletters for event updates and volunteer opportunities.

Q: What items does the member discount apply to?

A: The member discount applies to hot food in the bar, alcohol and bottled beverages. Cans, crisps/snacks, chocolates and branded merchandise are set at a standard price.

Q: How do I use my bar access? How do my friends (guests) enter?

A: Bring your digital membership card (to scan in at the bar). Guests need a £1 day pass and must sign the logbook to buy alcohol. Members are provided a code for opening the door to the member's only bar area, 'The Gathering'.

Q: Can I share my benefits with friends or family? I'm not drinking alcohol; can I still enter bar if I'm not a member?

A: No, benefits like bar access, discounts, and freebies are for you only—they're non-transferable. You can bring guests with you for bar access, where you will pay £1 per guest at the bar (Please remember to sign them into the guest logbook). Anyone over 18 entering the bar needs a membership, regardless of if they are drinking alcohol or not.

Q: What if an event date or discount changes?

A: We might tweak benefits or events (e.g., cancel a quiz night). We'll let you know if anything changes—flexibility helps us keep Rowheath thriving.

Q: Is there a family membership or discount for couples?

A: Currently there is no family membership as U18 are free and have limited bar access. There is currently no discount for members of same family or couples. Chose General Dual Membership for signing up 2 persons under one email address.

Cancellations & Refunds

Q: Can I cancel my membership?

A: Yes! Monthly memberships cancel anytime—benefits stop at the end of your current 30-day cycle. Annual memberships cancel anytime, but they're non-refundable—you'll keep benefits until your year ends. Log into Sportskey to cancel.

Q: Can Rowheath Pavilion cancel my membership?

A: Yes. Your membership can be cancelled/suspended for failure to abide by rules and policies, use or distribution of recreational drugs, non-payment of dues, abusive or harassing behaviour, misuse of membership privileges, and disruptive behaviour. Please see terms and conditions for full details.

Q: Are there refunds if I change my mind?

A: Monthly memberships aren't refunded mid-cycle, but you can cancel for the next one. Annual memberships are non-refundable once paid—no cash back for unused time or special offers.

Q: What about promotional offers—like the first month free?

A: If you snag a "First Month Free" deal, the next cycle renews at standard rates (£3/month or £30/year). Offers can change, so they might not apply at renewal—volunteers get one free month with 3+ hours of service.

Rules & Expectations

Q: Do I need to sign anything at the bar?

A: Members will need to scan their QR code, but £1 day pass guests must sign the logbook to buy alcohol. Event Day Pass holders pay £1 at the function bar and skip the logbook.

Q: Will I receive a membership card?

A: No. Your card is digital and can be downloaded to your phone.

Other Questions

Q: How is my data protected?

A: We collect your name, contact info, and payment details to manage your membership, sharing only with Sportskey/Stripe/EVO/Square for payments. It's secure under GDPR—you can request, update, or delete it anytime via info@rowheathpavilion.co.uk.

Q: Can membership rules change?

A: Yes, we might update terms as needed (e.g., fees, benefits). We'll notify you of big changes—check your email or our website.

Q: Still got questions?

A: Email us at info@rowheathpavilion.co.uk or ask staff onsite. We're here to make your membership experience great!