

## Friends of Rowheath Pavilion

### Perks Scheme Q&A

#### Welcome to "Friends of Rowheath" Perks Scheme!

We're thrilled you've joined us—or are thinking about it! Below, we've answered some common questions about membership, your perks 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](mailto:info@rowheathpavilion.co.uk)—we're here to help!

#### General Questions

**Q: Why does Rowheath require membership?**

A: Bournville Village Trust only allows the sale of alcohol to members, guests of members and guests of bookings or events.

**Q: How do I become a member?**

A: This can be done in one of 2 ways: become a **paid member** through the Friend of Rowheath Perks Scheme OR by signing in as a **free member** upon entry to The Gathering Sports Bar.

**Q: What's the difference between the Perks Scheme and free membership?**

A: By joining the paid membership through the Perks Scheme you are supporting 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 perks like drink discounts in the bar and cafe as well as event discounts!

The free membership allows you to purchase alcohol.

**Q: Do I need to have a Perks QR code to enter the bar or buy drinks?**

A: No, you do not need a Perks QR code to enter the building or to buy drinks. However, if you do have a Perks QR code, you will receive discounts on your orders in both the café and bar. If you do not have a Perks QR code, you will need to sign in as a free member on the register on entry to The Gathering Sports Bar.

#### Options & Fees

**Q: What Payment options are there for the Perks Scheme?**

A: You've got 2 choices:

- **Monthly:** £3/month (full benefits)
- **Annual:** £30/year (full benefits plus a free gift).
- **Volunteer/Special Categories:** Free for 1 month (volunteers) or ongoing (staff, tenants, etc.), with full benefits.

**Q: How do I pay?**

A: Sign up online via Sportskey at [ <https://portal.sportskey.com/venues/rowheath-pavilion/memberships> ] with a credit/debit card (processed by Stripe, EVO, or Square).

**Q: My annual membership is renewing and I didn't pay online. How can I renew?**

A: You can add your card details to your SportsKey account. Then your Perks will automatically renew each year. If you paid cash or by card at the bar, your details were not stored. Please see a member of staff if you need help updating your details.

## **Perks**

**Q: Have my perks changed in 2026?**

A: Yes. We have added a free membership option. As a Perks Holder you will receive the following benefits:

- free access to Friday Night Quizzes
- a cafe loyalty card and 10% discount in the cafe
- In The Gathering Sports Bar, a Happy Hour discount and discounted drink prices.
- Early Bird Discount for Community Events such as Fireworks and discounts on limited room hire
- Quarterly email newsletters on what's happening at Rowheath as well as volunteer opportunities

**Q: What items do the discounts apply to?**

A: The discount applies to all food and drink items sold in the cafe and bar. There is no discount on branded merchandise from external suppliers such as candles, paintings, tea towels, and Bread by Betty loaves.

**Q: How do I access my discounts?**

A: Bring your digital QR code (to scan in at the bar or cafe). If you do not have a digital QR code, bring your account number and a staff member can search for your code and check you in to receive your perks.

**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 Perks holder?**

A: Your QR code is unique to you. You may sign in up to 3 guests per day to receive discounted drinks.

Anyone who enters the bar must sign the register as a free member and will pay a higher price per drink if you do not have your unique QR code or are signed in as one of the paid member's guests.

**Q: Is there a family perks card or discount for couples?**

A: Currently there is no family perks option as U18 are free. If you have a Perks QR code, then you may sign in up to 3 guests per day to receive discounted drinks. **Current dual memberships are renewable, but no new dual memberships are available.**

## **Cancellations & Refunds**

**Q: Can I still cancel at anytime?**

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

**Q: Are there refunds if I change my mind?**

A: Monthly Perks aren't refunded mid-cycle, but you will need to cancel prior to your next payment. Annual perks are non-refundable once paid—no cash back for unused time or special offers.

**Q: Are there any promotional offers to sign up for this perks scheme?**

A: Unfortunately, no.

## Rules & Expectations

**Q: Do I need to sign in everyday at the bar?**

A: Yes. If you chose the free membership option, you would need to sign in on the register every time you visit The Gathering Sports Bar. If you are a Perks Holder, you will need to sign in by scanning your QR code at the bar or cafe. By signing in you agree to our Rowheath Pavilion Member Code of Conduct.

**Q: Will I receive a physical card?**

A: No. Your card is digital and can be downloaded to your phone. You may bring in your account number, and a staff member can search for your code and check you in to receive your perks.

## Other Questions

**Q: Still got questions?**

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