



Terms and Conditions

for

Friends of Rowheath Perks Scheme

1. Introduction

These terms and conditions govern your access to the Perks Scheme of Trinity Christian Centre/Rowheath Pavilion. By signing up for the scheme, you agree to abide by these terms. Please read them carefully.

2. Eligibility

- **Perks Holders:** the scheme is available to individuals aged 18 and over.
- **Free Perks access for Special Categories:** Free perks access is available to Rowheath Pavilion staff, office licensees, community group leaders and coaches/parents of home teams and volunteers associated with Trinity Christian Centre/Rowheath Pavilion, upon valid sign up on SportsKey.

3. Perks Scheme Fees

- £3 per month (full benefits)
- £30 per year (full benefits plus gift)
- **Volunteer Member:** Free for 1 month, limited benefits.
- **Special Categories (Office Tenants, Community Group Leaders, Home Coaches/Players, RP Staff):** Free, limited benefits.

*Fees subject to review annually.

4. Perks Scheme Benefit

Upon full payment, Scheme participants will receive:

Annual Perks:

- a free Rowheath logo item (varies, subject to availability)

PLUS:

- free access to Friday Night Quizzes
- a cafe loyalty card and discounted prices in the cafe
- In the Gathering sports bar, a Happy Hour discount and discounted drink prices.
- Early Bird Discount for Community Events: Perks scheme participants are eligible for discounts on community event tickets such as Fireworks and discounts on limited room hire.
- Quarterly email newsletters on what's happening at Rowheath as well as volunteer opportunities for all participants of the scheme.

Monthly and Volunteer Perks:

- In the Gathering - a Happy Hour discount and discounted drink prices.
- Early Bird Discount for Community Events: Perks scheme participants are eligible for discounts on community event tickets such as Fireworks and Twilight Terrace and discounts on limited room hire.
- free access to Friday Night Quizzes
- a cafe loyalty card and discounted prices in the cafe
- Quarterly email newsletters on what's happening at Rowheath as well as volunteer opportunities for all participants of the scheme.

5. Payment Terms

- Scheme fees are due at the time of sign-up.
- Monthly scheme is £3/month, and annual scheme is £30/year.
- Fees for annual and monthly schemes must be paid upfront.
- Annual scheme will be automatically renewed every year unless cancelled.
- Monthly scheme will be automatically renewed every month unless cancelled.

6. Payment and Scheme Management

- **Payment Processing:** Your scheme access is managed by **Sportskey** and **Stripe or EVO or Square**, who handle payment processing and billing related to your sign up for the Perks scheme.

- **Issues with Payment:** In the event of payment issues (such as a failed payment or declined transaction), your Perks benefits may be suspended until the payment issue is resolved. You will be notified of any payment failures and given a period to resolve the issue.
- **Payment Methods:** Scheme payments can be made using credit/debit cards, or other methods supported by Stripe. Cash or card payments can be made on site at the till for new Perks scheme sign-ups only. Perks application must be completed upon receipt of payment.
- **Membership Renewal:** Automatic scheme renewal will only be processed by Stripe via Sportskey. Renewing monthly or annual scheme access can only be done by Sportskey.
- **Security:** Sportskey, Stripe, EVO and Square use secure payment gateways to protect your payment information. For more information on how your data is handled, please refer to the privacy policies of Sportskey, Stripe, EVO and Square.

7. Cancellation and Refunds

- Monthly scheme access can be canceled at any time, with cancellation taking effect at the end of the current billing cycle. Benefits will cease 30 days after the last payment.
- Annual scheme access is non-refundable once paid. However, members may cancel at any time, and their membership will remain active for the duration of the current membership year.
- Special offers, including the Happy Hour free drink and loyalty cards, are not redeemable for cash and are nontransferable.

8. Promotional Discounts for Perks Scheme

- **First Month Free (Monthly Perks):** If you sign up for a monthly Perks scheme with the "First Month Free" promotion, your first month will be free of charge. The following month will be billed at the standard rate of £3, unless otherwise specified.
- **Annual Perks Scheme Discount or Introductory Rate:** If you purchase an annual Perks scheme at a discounted or introductory rate (such as ½ price), the renewal for the subsequent year will be billed at the standard rate of £30/year, unless otherwise specified. The discounted rate is applicable only to the first scheme access period.



- **Changes to Promotional Offers:** Promotional offers, including the "First Month Free" and discounted annual scheme, are subject to change and may not be available at the time of renewal. Trinity Christian Centre/Rowheath Pavilion reserves the right to modify or end any promotional offer at its discretion.
- **Volunteer Perks access:** If you volunteer for three or more hours a month, your first month of perks access will be free upon return of scheme application. If you wish to continue your monthly scheme access you must opt in on your initial application and the following month will be billed at the standard rate of £3.

9. Perks Scheme Rights & Privileges

- Perks benefits, including but not limited to enhanced café loyalty cards, free items, Happy Hour discounts and/or discounted drinks in the bar, event discounts, and quiz night discounts, are non-transferable and are valid only for the named Perks scheme holder.
- Perks Holders may sign in up to 3 guests per day to receive discounted drinks.
- **Exclusions from Voting Rights:** Perks access does not grant the right to vote in organizational meetings, elections, or decision-making processes.
- **Financial Statements:** Scheme holders are not entitled to access or receive the organization's financial statements. The organization may, at its discretion, provide summaries or reports, but Scheme holders will not be granted more information than is publicly available from the Charities Commission.
- The Friend of Rowheath Pavilion Perks Scheme is **not** membership to Rowheath Pavilion Church and has no affiliation with church membership.

10. Reasons for Perks Scheme Cancellation

By becoming a Friend of Rowheath Pavilion, you agree to comply with all rules, regulations, and guidelines established by Rowheath Pavilion. Any violation of these Scheme terms may result in immediate suspension of your Perks access pending a review, and, depending on the severity of the violation, may lead to permanent termination. Below are specific reasons that may warrant suspension or cancellation:

- **Failure to Abide by Rules and Policies:**
Perks Holders must adhere to all established guidelines, including codes of

conduct, behavior policies, and any other regulations set forth by Rowheath Pavilion. This includes, but is not limited to, respecting bar licensing hours, event-specific rules, and safety protocols. Repeated or severe violations, such as refusing to follow staff instructions, will result in suspension or termination.

- **Use or Distribution of Recreational Drugs:**

Rowheath Pavilion operates a licensed bar under the **Licensing Act 2003** and maintains a strict zero-tolerance policy on the use, possession, or distribution of recreational drugs on our premises, including the bar, grounds, and surrounding areas under our control. This includes any controlled substances as defined by the **Misuse of Drugs Act 1971**, such as cannabis, cocaine, ecstasy, or any other illegal drugs.

- **Consequences:** If you are found using, possessing, or distributing recreational drugs, your Scheme Access will be immediately suspended, and we will notify the police, as required under UK law. Following a review, your Scheme Access will be permanently terminated with no refund. Offenders may also face criminal prosecution under the Misuse of Drugs Act 1971, which can result in penalties including fines, imprisonment (up to 7 years for possession, or life for supply/trafficking), or both, depending on the drug class and offense.
- **Additional Measures:** We reserve the right to ban you from the premises indefinitely, even as a guest or event attendee, and to share relevant information with local authorities to ensure compliance with licensing regulations. This policy extends to any paraphernalia associated with drug use (e.g., pipes, needles). There are no exceptions, regardless of the quantity or context of use.

- **Non-Payment of Dues:**

Failure to pay Scheme access fees within 7 days of the due date (or failed payment notification) will result in suspension of benefits. If payment remains outstanding after 14 days, your Scheme access will be terminated, and you'll need to reapply to rejoin. No refunds will be issued for partial months or years.

- **Abusive or Harassing Behavior:**

Any form of abusive, discriminatory, or harassing behavior—whether verbal,

physical, or online—towards other Perks Holders, staff, volunteers, or guests will not be tolerated. This includes, but is not limited to, behavior that violates the **Equality Act 2010**, such as discrimination based on race, gender, religion, disability, or sexual orientation, as well as threats, bullying, or sexual harassment. Such actions will result in immediate suspension, and following a review, may lead to permanent termination with no refund. We may also report incidents to the police if they constitute a criminal offense (e.g., under the **Public Order Act 1986** for threatening behavior).

- **Misuse of Perks Privileges:**

Perks Holders must use their privileges responsibly. Misuse includes, but is not limited to, attempting to transfer or sell benefits (e.g., bar access, discounts) to anyone else, lending your Perks access QR code to others, or using benefits for commercial gain (e.g., reselling event tickets). Violations will result in immediate suspension, and following a review, may lead to termination with no refund. We may also require photo ID to verify identity at the bar or events to prevent misuse.

- **Disruptive Behavior:**

Any actions that disrupt the normal operations, events, or activities of Rowheath Pavilion—whether in-person or in virtual spaces—will be considered a violation. This includes, but is not limited to, excessive drunkenness (contravening the Licensing Act 2003), vandalism, unauthorized entry to restricted areas, or causing public disturbances that impact other visitors or staff. Such behavior will result in immediate suspension, and following a review, may lead to termination with no refund. We reserve the right to involve law enforcement if the behavior constitutes a criminal act (e.g., criminal damage under the **Criminal Damage Act 1971**).

Review Process:

Upon suspension, you'll be notified via email and given 7 days to provide a written response to the alleged violation. A panel of Rowheath Pavilion staff and/or Trustees will review the case and decide on reinstatement, continued suspension, or termination. Decisions are final, and terminated Perks Scheme holders are not eligible for refunds or reapplication for at least 12 months.

11. Changes to Perks Scheme Terms

- Trinity Christian Centre/Rowheath Pavilion reserves the right to modify or update these terms and conditions at any time. Scheme holders will be notified of any significant changes.
- Trinity Christian Centre/Rowheath Pavilion also reserves the right to change or cancel benefits, events, or discounts at its discretion.

12. Data Protection

- **Data Collection and Use:** Trinity Christian Centre/Rowheath Pavilion collects personal information from you during the Perks Scheme sign-up process, including your name, contact details, payment information, and other relevant data. This information is necessary for processing your scheme access and providing associated benefits.
- **Data Protection:** We are committed to protecting your privacy and complying with data protection laws, including the General Data Protection Regulation (GDPR). Your personal data will only be used for the purpose of managing your scheme access and communication related to your Perks benefits.
- **Data Sharing:** Your personal data may be shared with Sportskey, Stripe, EVO and Square for the sole purpose of processing payments and managing your PERks access. These third parties are contractually obligated to keep your data confidential and secure.
- **Data Retention:** Your data will be retained for as long as necessary to fulfill the purposes outlined in these terms. If you choose to cancel your Scheme access, your data will be retained for a reasonable period in accordance with legal requirements and our privacy policy.
- **Your Rights:** You have the right to access, correct, or request the deletion of your personal data at any time. To exercise these rights, please contact us at info@rowheathpavilion.co.uk or refer to our privacy policy for further details.

13. Liability

- Trinity Christian Centre/Rowheath Pavilion is not liable for any personal injury, loss, or damage to property sustained while using scheme benefits or participating in charity events unless directly caused by our negligence.



14. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of the United Kingdom.

By applying for a Friends of Rowheath Perks Scheme, you acknowledge that you have read and understood these terms and conditions and agree to be bound by them.