

The Hub Membership

Terms & Conditions

Last updated: February 2026

These Terms & Conditions apply to all Hub Memberships purchased from **The Hub (for Early Years & Families) Ltd** at our Syston venue.

By purchasing a Hub Membership, you agree to the terms set out below.

1. Membership Types

We offer the following monthly rolling memberships:

Hub Club - Standard Membership

Includes:

- Unlimited soft play access (subject to availability)
- One session per day per child
- 10% discount on food and drink purchases
- 10% discount on party packages
- Access to the Hub app
- Advance notice of events and special activities
- Access to partner discounts and offers

Hub Club+ Membership

Includes everything in the Classic Membership, plus:

- Unlimited **standard size hot drinks for the named member only**
- Access to Hub classes (subject to availability and booking)

Unlimited standard size hot drinks are provided **solely for the named Signature Member**.

This benefit:

- Applies to **hot drinks only**
- Excludes cold drinks and speciality upgrades unless otherwise stated
- Is **not transferable**
- Cannot be shared with accompanying adults or guests, including spouses, partners or family members

2. Eligibility

- Memberships are available to **parents, carers and grandparents**.
- Memberships are **per child**.
- An additional charge of **£4.99 per child, per month** applies for each additional child added to a membership.
- Memberships are valid only at **The Hub, Syston**.

3. Payment & Billing

- Memberships are **monthly rolling**.
- Payment is taken monthly by **automated recurring card subscription payment**.
- By purchasing a membership, you authorise us to charge your payment method on a monthly basis until the membership is cancelled.
- Memberships run on a **fixed calendar cycle**, renewing on the **1st of each month**.
- Existing members may be **grandfathered onto previous pricing for a limited period**, after which updated pricing will apply with reasonable notice.

Failed Payments

- A **7-day grace period** applies for failed payments.
- If payment is not received within this period, membership benefits may be suspended until payment is resolved.

4. Booking & Attendance

- **Pre-booking is required** for all sessions.
- Membership allows **one session per child per day**, subject to session time limits.
- There are **no peak-time restrictions**, however access is always subject to availability.
- Membership does **not guarantee entry** if sessions are fully booked.

No-Shows

- A fee may be charged if a member records **two or more no-shows**.
- Repeated no-shows may result in suspension or termination of membership benefits.

5. Exclusions

Membership access **does not include**:

- Special events
- Sessions delivered by external providers
- Occasions where the Hub is closed for private hire or special events

Unlimited access does **not apply** during special events unless explicitly stated.

6. Cancellation & Refunds

- Memberships are monthly rolling and may be **cancelled at any time**.
- Cancellation must be completed **before the next renewal date** to avoid being charged for the following month.
- Once a membership has been used, **no refunds** are available.
- Memberships cannot be paused. Members may cancel and rejoin at a later date if required.

7. Behaviour & Conduct

We reserve the right to suspend or terminate a membership if a member or child:

- Behaves in an unsafe manner
- Is abusive, aggressive or threatening to staff or other guests
- Repeatedly breaches Hub rules or policies

This applies to both children and accompanying adults.

8. Supervision & Responsibility

- Children must be **supervised at all times** by a parent or responsible adult.
- Responsibility for a child's behaviour, safety and wellbeing remains with the accompanying adult at all times.

9. Health, Safety & Hygiene

To protect the health and wellbeing of all guests, the following rules apply to all membership visits, including soft play sessions and classes.

Illness

- Children with contagious illnesses (including, but not limited to, hand, foot and mouth disease, chickenpox, conjunctivitis and similar conditions) must not attend the Hub during the recommended exclusion period.
- Children must not attend for **48 hours following the last episode of diarrhoea or sickness**.
- Exclusion periods follow **NHS and UK Health Security Agency (UKHSA) guidance** for schools and childcare settings.
- <https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities>
- <https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities/managing-specific-infectious-diseases-a-to-z>
- We reserve the right to refuse entry if a child appears unwell on arrival.

Food

- No food may be brought onto the premises, **except** for baby formula, baby food or food required for medical reasons.

Footwear

- No wet, muddy or dirty shoes are permitted.
- Shoes must not be worn in the ball pool or on climbing equipment.

Play

- Children must use equipment in an **age-appropriate manner**.
- Misuse of equipment may result in a session being ended for safety reasons.

10. Discounts & Offers

- Membership discounts **cannot be combined or stacked** with other offers, promotions or discounts.
- Membership benefits are **non-transferable** and may not be shared.

11. Changes & Closures

We reserve the right to:

- Amend opening hours
- Change activities, services or membership benefits

- Temporarily suspend services due to exceptional circumstances

Where possible, reasonable notice will be provided.

12. Suspension of Services

Membership benefits may be temporarily suspended if:

- The Hub is required to close
- Services are unavailable due to circumstances beyond our control

No refunds are payable for temporary suspensions.

13. Data Protection

Personal data is handled in accordance with our Privacy Policy:

<https://www.thehub-eyf.uk/privacy-policy/>

14. Governing Law

These Terms & Conditions are governed by the laws of **England and Wales**.