**Terms and Conditions**

**Website Ownership**

This website is owned and operated by The Hive, Wirral Youth Zone.

Registered Office:   
  
Atria  
Spa Road  
Bolton  
BL1 4AG

By accessing this website you agree to be bound by these terms and conditions, which The Hive, Wirral Youth Zone may modify or revise at any time by updating this page. You will be bound by any such modifications or revisions from the time that they are placed on this website.

**Contact for Transactional Queries**

For information regarding payments made on The Hive, Wirral Youth Zone website or an existing booking, please contact the Youth Zone on the details below;

The Hive, Wirral Youth Zone   
Bright Street  
Birkenhead  
Wirral  
CH41 4EA

Telephone: 0151 705 8000

Email: enquiries@thehiveyouthzone.org

**Eligibility**

Membership is open to young people aged 8 – 19 and up to 25 if they have a disability or additional needs. If you are not sure if the young person is eligible to join, please contact the Youth Zone.

In the event that the young person is not eligible, membership will be revoked and any membership payment may be refunded.

**Refunds/Cancellations**

Refunds for membership payments are not available after the membership has been activated by the young person attending the Youth Zone for a session.

You can cancel a membership payment before it is activated by contacting the Youth Zone to request a refund.

Refunds for booking payments are not available. Please check your availability carefully before proceeding with booking payments.

**Compliance with the Law**

By using this site you agree to comply with all applicable laws, statutes and regulations concerning your use of our services and this site.

**Links to Other Sites**

To assist you we will sometimes provide links outside our website to other sites which may be related to the topic or information you are looking for.

These links are provided for your convenience and inclusion of any link does not imply endorsement or approval by us of the linked site, its operator or its content. We are not responsible for the content of any website outside our site.

**Availability of our Site**

Whilst we will use all reasonable endeavours to make this site and our services available to you, we cannot guarantee that it will operate continuously or without interruptions.

**Complaints**

If you are not satisfied, please contact us to find a solution. We will aim to respond within 7 days.