

## Membership FAQs

### **How do I access my Membership discounts on tickets, including free tickets to Planetarium showings?**

To gain access to any of your Membership benefits online, you'll need to be logged into your [Membership account](#). You will have been given your username in your welcome email, but please do contact us at the Membership Office if you are unsure of this. The first time you use your password, you will need to reset your password [here](#).

Once you are logged in with this username the system will automatically recognise you as a Member, and all of the tickets available will show at their Membership price.

You can also renew your Membership while logged in, and make any amendments to the details we hold on record for you.

### **Do I need to pre-book tickets for *Cutty Sark*, special exhibitions at the National Maritime Museum or the Royal Observatory?**

There is no need to pre-book for any of the above. You simply need to scan your Membership card at the entrance to these sites, and you can skip the queue and enter straight away.

### **Do I need to pre-book my tickets for Planetarium shows, or can I just turn up on the day?**

We always recommend booking in advance for Planetarium shows, due to the limited capacity of the space. We definitely recommend booking in advance during school holidays and weekends, where many of the showings can sell out in advance.

### **What if I have pre-booked Planetarium tickets but don't end up using them?**

If you have booked for a Planetarium show and can no longer use them, please contact either the Membership team or Booking team. They can then release those tickets to be booked by other people.

### **Where is the Members' room?**

Our Members' room is located in the National Maritime Museum, on the first floor, behind the Great Map café. If you are unable to locate it, please ask any member of staff at the National Maritime Museum, and they'll be able to show you. To access the room, you just tap your Membership card on the card reader by the door.

### **Where are the Membership cards for the children on my Family Membership?**

All Family Membership types cover up to four children. Unlike adult Memberships, which are linked to specific people through their named Membership card, the children linked to a Membership are unnamed.

**How old are the children that are covered by a Family Membership?**

Children are considered to be anyone under the age of 16. If you have children older than this and they wish to use Membership benefits they will need to purchase their own individual Membership.

**Can I upgrade my Membership midway through the year?**

If you would like to upgrade your Membership type midway through your Membership, please contact us at the Membership office. Payment will then be taken for the upcoming year, discounting the amount against the months of your Membership that you have not used.

**I've lost my Membership card. What should I do?**

If you contact us at the Membership office we are able to print new cards for you, which we then send out to you. You can also obtain a new card from any of the admissions desks. Printing new cards will deactivate your old cards, ensuring that no one else uses your card.

**I've forgotten my Membership card. Can I still use my benefits?**

You can still get access to any of our sites for free; simply visit our admissions staff, who will be able to verify your Membership. Unfortunately you cannot access the Members' room, or use your Membership discounts without your Membership card.

**What is a Direct Debit Membership?**

Paying by annual Direct Debit is the most convenient way to manage your Membership, and you save £5 on your Membership too! Payment will not be collected when you sign up, but on a later date specified in your confirmation letter.

Your Membership will renew automatically every year. We will notify you 10 working days before your renewal payment is due. You can cancel your Direct Debit at any time after your first payment by simply contacting your bank or building society. Please also notify us.

**Can I have different people as my 2<sup>nd</sup> Member in each visit/ bring a guest?**

Membership is for the named person(s) and is non-transferrable. We do not currently have a 'bring a guest' system.

**Can my carer go free with my Membership?**

Yes, your carer goes free when they are accompanying you. However they would need to pay the admissions fee if they come to the museum independently.

**How do I activate my Gift Membership voucher?**

Please follow the steps [here](#)

**I'm a Flamsteed Astronomy Society Member. How do I book Flamsteed events online?**

For monthly Flamsteed Lecture at National Maritime Museum, please visit <http://www.rmg.co.uk/see-do/exhibitions-events>

For Flamsteed workshops, observing sessions and other activities held outside Royal Museums Greenwich, please visit [flamsteed.info](http://flamsteed.info) and book your place. You do not need to log in to book the events on [flamsteed.info](http://flamsteed.info)

**What are the terms and conditions?**

Please click [here](#)