

Terms and Conditions of Membership

1. Membership Benefits

Please see full list of benefits [here](#).

- 1.1 Members are entitled to 10% discount in all of the Museum's shops, both on and offline. Please note that the discount does not apply to alcohol, stamps, telescopes, print on demand or sale items, and may not always apply in conjunction with other offers.
- 1.2 Member's discounted or free-entry tickets to events can only be used by Members, and cannot be transferred to non-Members. Non-Members must pay the full price of the tickets.
- 1.3 We recommend booking tickets online wherever possible to guarantee entry.

2. Right to refuse application

- 2.1 We reserve the right to refuse any application for Membership.
- 2.2 On receipt of your order we will debit your card or process the Direct Debit payment for the appropriate fee. However our acceptance of your Membership remains subject to approval by us. If for any reason we cannot accept your application we will confirm that your account has been re-credited (if applicable).

3. How we communicate with you

- 3.1 As a Member, you will receive your Membership information by email, and additional material by post. This will include e-newsletters, invitations to events, surveys and fundraising information. These are all included in the benefits of your Membership, unless you choose to opt out.
- 3.2 To unsubscribe from receiving Membership communications by post, telephone or email, please contact the Membership office.
- 3.3 For information on data protection and how we use your personal data, please read our [privacy policy](#).

4. Subscriptions

- 4.1 Subject to any statutory right to cancel, your Membership fee is non-refundable once payment has been received by the National Maritime Museum.
- 4.2 Membership is an annual fee. The National Maritime Museum reserves the right to change the Membership fee each year. We do not claim Gift Aid on Membership.
- 4.3 If you pay by credit/debit card or cheque your Membership is valid immediately from the day that your Membership fee is received by the National Maritime Museum in cleared funds and will be valid for 12 months unless, for example you have purchased a longer Membership period. If you do not renew your Membership it will expire automatically at the end of the Membership period unless it is renewed by Direct Debit. At the end of each Membership period the National Maritime Museum will send you a renewal reminder.

4.4 The National Maritime Museum is not able to accept CAF cheques as payment for Membership.

4.5 The National Maritime Museum cannot accept Direct Debit as a payment for Gift Memberships.

4.6 Gift Memberships are valid from the date the recipient activates their gift voucher code.

5. Guest pass benefits

5.1 Guest passes can only be purchased by valid Members. They are automatically added to the Membership cards.

5.2 A guest pass expires on the same day as the Membership. A guest pass purchased by Direct Debit would be renewed at the same time as the Direct Debit Membership.

5.3 Each guest pass permits entry for one unnamed guest.

5.4 Guests must be accompanied by the Member in order to gain free access to the following sites:

- *Cutty Sark*
- The Royal Observatory
- Planetarium
- Special exhibitions
- Members Room

5.5 When attending a ticketed event with the Member, the guest's ticket can be purchased with the Member's discount (e.g. Cutty Sark Rig Climb Experience, the Queen's House Ice Rink). However, they may not attend Members-only events (e.g. exhibition private view).

5.6 Guests do not benefit from Member's discount at the Museum shops and cafés.

5.7 We are unable to offer refund on guest passes.

6. Conduct

6.1 We reserve the right to terminate your Membership if in our reasonable opinion you behave in a way which is disruptive, distressing or inappropriate to other Members, visitors or members of our staff.

6.2 Membership benefits are not transferrable.

6.3 Members are expected to treat the Members room respectfully and to only allow access in accordance with the relevant number of guests as per their benefits. We reserve the right to terminate the Membership if anyone found to be abusing use of the Members room or its contents.

All information is correct at the time of publishing and may be subject to change.

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