

## Terms and Conditions of Membership

### 1. What is Membership of Royal Museums Greenwich?

Membership is an agreement/contract by which a person joins an organisation, and, in this instance, this contract is between Royal Museums Greenwich and the person purchasing Membership.

Membership can also be purchased as a Gift Membership, and the person purchasing Gift Membership is the holder of this contract. However, on redeeming the Gift voucher, the recipient is expected to adhere to the standards of behaviour expected of Members of Royal Museums Greenwich (see below).

Membership of Royal Museums Greenwich is for individuals and families only. It is not suitable for organisations or businesses, and we reserve the right to reject any application for joining the Royal Museums Greenwich Membership scheme by an organisation or business. Family Membership is available for one or two adults and up to four children under the age of 16, within the family group.

### 2. Membership Benefits

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

- 2.1 Members are entitled to 10% discount in all of the Museum's shops (online and onsite) and on food and drink at the Museum Cafes. Please note that the discount does not apply to alcohol, stamps, telescopes/binoculars, print on demand or sale items, and may not always apply in conjunction with other offers.
- 2.2 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.
- 2.3 If you would like your children to be included within the benefits of Membership (even if they are under the age of four), you need to purchase a Family Membership. Without this, your children will not be able to access free Planetarium shows or benefit from discounted access to the AHOY! Gallery.
- 2.4 You are strongly recommended to pre-book shows at the Peter Harrison Planetarium, as they are often sold-out in advance, especially on weekends and school holidays.

### 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 Membership can be purchased by Direct Debit or by credit or debit card.

4.2 Subject to any statutory right to cancel, your Membership fee is non-refundable once payment has been received by the National Maritime Museum.

4.3 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.

4.4 If the Direct Debit payment for your first year of Membership fails, or if the Direct Debit instruction is cancelled prior to the first payment, you will be contacted by the Membership office and be required to make the payment. Should this still be outstanding after a week, we will seek to recover benefits used on the cancelled Membership.

4.5 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.

4.6 If you choose to pay by Direct Debit, your payment will be taken anytime between 3 – 8 weeks after you join the Membership scheme. However, your Membership is valid from the point of joining, allowing you to enjoy the benefits of your Membership before any payment is taken from you. Therefore, from the point of joining we will not accept requests for refunds.

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

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

4.9 Gift Memberships are valid from the date the recipient activates their gift voucher code. The Gift voucher is valid for 1 year from the date of purchase.

4.10 You can upgrade your tickets to a Membership, within a month of purchase, and only pay the difference in cost. This can be done at any of our admission desks at the Museum or by calling the Membership office on 020 8312 6678 (Mon-Fri, 9am-5pm). Please note that you must have proof of purchase to upgrade your tickets. This offer applies only to tickets included in your Membership and is not applicable to third party offers, shop or café purchases. To upgrade tickets to Membership your tickets must be purchased directly from Royal Museums Greenwich, and not from any third-party ticketing agencies, tour guides or the Greenwich tourist information centre.

4.11 If you wish to upgrade tickets to a Direct Debit Membership but the amount you have spent on tickets is more than the cost of the Membership product you wish to purchase, you will automatically get a Direct Debit Membership, free of charge for the first year of Membership. We cannot refund you the difference between the cost of your tickets and the cost of a Direct Debit Membership.

## **5. Guest pass benefits**

- 5.1 Guest passes can only be purchased by valid Members. Once purchased, they are automatically added to the Membership card. When the Membership card is scanned on site, the guest passes would appear on our system.
- 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 refunds on guest passes.

## **6. Right to refuse application and conduct**

- 6.1 We reserve the right to terminate the Membership and refuse entry where that Membership is perceived to have been used fraudulently. We reserve the right to refuse any application for Membership.
- 6.2 Membership benefits are not transferrable. We carry out spot checks on Membership cards and personal IDs on site.
- 6.3 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).
- 6.4 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.

## **7. Members' Room Code of Conduct**

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 is found to be abusing use of the Members' Room or its content, and we refer you to the Members' Room Code of Conduct below:

- This is a space reserved for Members only.

- Please be respectful of other Members using the space.
- Phone calls are permitted but please minimise the volume where possible.
- Please use headphones for music/ videos/ video calls.
- Eating and drinking is permitted, please tidy up afterwards and use the bin provided.
- Please refrain from using this room as a play area, families are invited to use the Great Map - just outside.
- Clothing deemed inappropriate by the Museum is not permitted.
- Do not open the windows, unplug standing lamps or change the thermostat setting. If you require assistance please speak with a member of staff.
- For your own safety and that of others, please do not climb on furniture or lean/ place objects against the windows or radiators.

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

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