

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 Museums 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 pre-booking your free planetarium tickets, especially during weekends and holidays. The maximum number of free tickets you can book for each show is limited by the number of people on your Membership. Additional tickets can be purchased. If you are unable to use your tickets, please contact Bookings on 020 8312 6608 during the week, or our switchboard on 020 8858 4422 during the weekend.

2. Right to refuse applications

- 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 will communicate with you

3.1 As a Member, you will receive Membership material by post such as your Membership welcome pack, Members' magazines, What's On guides and Members' Appeal information.

You will receive additional Membership information by email, such as e-newsletters, invitations to events, surveys and Members' Appeal information if you have given your consent.

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 code that is included in their Membership pack.

4.7 We aim to deliver Membership and Gift Membership packs to most UK mainland addresses within 7 working days of receiving your order.

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 guess 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 and fast-track access to the following sites:

- Cutty Sark
- ROG
- Planetarium
- Special exhibitions
- Members Room

5.5 Guests do not benefit from Member's discount at the museum shops and cafés.

5.6 Guests do not benefit from Member's discount for ticketed events (e.g. Maritime Lecture Series), and may not attend Members-only events (e.g. exhibition private view).

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 of 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.