

Annual Membership Terms & Conditions

- An annual Museum membership is valid for a period of 12 months from the date of purchase.
- Your membership provides complimentary entry every day that the Museum is open, during standard opening hours. This does not include our open air theatre productions, concerts and separately 'ticketed' activities. Please see our website for more details www.wealddown.co.uk
- When you become a Museum member you will be provided with a membership card that we will scan every time you visit. You will keep this card for the duration of your membership. If you lose your card we can supply a replacement at a fee of £2.
- The Museum membership card entitles you to 10% discount on purchases in the shop and café. The valid membership card must be presented and scanned for discount to be applied. Discount does not apply to selected items in the shop, you will be advised of this at the point of sale.
- Members will receive selected discounts on Museum ticketed event and courses. Members will be notified by email or letter when discounts are available. Course discounts are offered on a first come basis and subject to availability.
- Membership packs are only issued for new memberships. If you are renewing your membership, your existing card will be renewed. If your membership has expired, within two months your existing membership card will be renewed. If you have lost your card you will need to advise us on renewal.
- Your membership card can be scanned up onto your mobile phone in some pay/wallet apps. This should only be stored on the phone of the named person(s) of the Membership plan.
- Your membership card can only be used by those named on the membership and is not transferable. We reserve the right to ask for identification at any time.
- Children under the age of 4 years and under can visit the Museum free of charge.
- Children under the age of 16 years of age must always be accompanied by an adult.
- Your membership does not entitle you to bring a guest, but you can receive a 10% discount for entry for friends/family to the Museum with a valid Membership discount voucher. To receive the discount, your friends/family must be visiting with the Museum member on the day of the visit.
- We reserve the right to refuse entry and/or membership and/or to revoke membership without a refund if a member behaves in a way that is not appropriate, is abusive or offensive.
- In adverse weather conditions, Museum management may decide to close the main site in order to keep the public safe. We would always endeavour to inform you of this at the earliest possible opportunity.

- Priority booking notices are provided by email only. It is the responsibility of the Museum member to ensure their email address and contact permissions are correct and up to date.
- Gift membership vouchers become active once redeemed by the gift recipient online, by telephone or in-person at the Museum gift shop. Gift vouchers are valid for 12 months and must be redeemed before expiry. When activating a gift membership, the gift recipient will be required to supply their name, address and email for their Museum membership to be issued.
- Admission ticket upgrades to membership must be made within 7 days of your visit to the Museum.
- The Museum reserves the right to increase the cost of any level of membership at any time. Existing members will be notified (normally 14 working days) in advance of their membership renewal. New prices will apply at the renewal of the membership plan.
- Member's data will be held by the Weald & Downland Living Museum in accordance with the Data Protection Act 2018 to provide membership information, news and offers relating to the Museum. Our full privacy policy is available on our website www.wealddown.co.uk.

Annual payments:

- Membership is renewable after 12 months. This can be paid by debit/credit card online or over the phone on 01243 811010. Or you can choose to set up a Direct Debit membership plan via our website.
- The cost of membership is non-refundable. Cancellation of the membership prior to the completion of the 12 months will not attract a refund.
- The Museum will contact you approximately 1 month before your membership is due to expire to remind you of your renewal date. We renew your existing membership card, new membership cards are not issued each year.

Direct debit payments:

- The Museum will contact you around the anniversary date of your original membership purchase, to advise you when your 12 months payments will renew and repeat the payment pattern for the following 12 months.
- If there are any changes to the amount, date or frequency of your Direct Debit, we will notify you (normally 14 working days) in advance of your account being debited. If we request to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- You are committing to a 12 month Museum membership when you sign up to any membership plan. You have agreed to a 12-month subscription when paying by a Direct Debit. Should you breach this agreement and cancel early, we reserve the right to take the necessary action for the remaining agreed payments.
- If you choose to cancel your membership just before the 12 month annual renewal date, you can cancel your Direct Debit by simply contacting your bank or building society.

These terms and conditions will be reviewed and updated as appropriate.

Members will always be notified of any changes made.