

The Natural History Museum Membership Scheme

Why paying by Direct Debit makes sense

- Direct Debit is a safe, secure and easy way to pay.
- You are protected by the Direct Debit guarantee (see below).
- You will make a single annual payment at the start of each Membership year.
- We will always write to you before we take a Direct Debit payment, to ask you whether you wish to renew your Membership and to remind you that your payment is due. This means that you stay in control.
- With Direct Debit, you will never have to worry about missing a payment, leaving you free to enjoy your Membership
- Direct Debit is the easiest payment option for the Museum to administer
- By saving us time and money, we are able to be more efficient with our Membership administration, which means that we can plough more of our Membership subscriptions back into the work of the Museum and the natural world.
- As a thank you for choosing to pay by Direct Debit, we will discount your Membership fee.

The Direct Debit guarantee

- When you chose to pay your Membership subscription to the Natural History Museum by Direct Debit, you agree to authorise Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit guarantee. You understand that this instruction may remain with the Natural History Museum and if so, details will be passed electronically to your bank/building society:
- The guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit the Natural History Museum will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request the Natural History Museum to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by the Natural History Museum or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when the Natural History Museum asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Membership Services, The Natural History Museum, Cromwell Road, LONDON SW7 5BD UK
www.nhm.ac.uk/Membership
Members@nhm.ac.uk