

The Natural History Museum Membership Scheme

TERMS & CONDITIONS

1. DO YOU HAVE A QUESTION ABOUT MEMBERSHIP?

- Visit our website at www.nhm.ac.uk/Membership where we've answered your [Frequently Asked Questions](#) and published our latest [Membership Terms and Conditions](#).

2. KEEPING IN TOUCH

- In becoming a Member of the Natural History Museum ('the Museum'), you agree to the Museum using your details to process and manage your Membership and to provide you with Membership services. This will include notifying you (by post, email or telephone) when there are changes to your Membership scheme, or when your Membership is due for renewal, or has recently lapsed. The Museum will also keep in touch with you to share relevant news and special offers relating to Membership, events, products, services and fundraising.
- You can manage your communication preferences at any time, or unsubscribe from mail or emails by following the instructions included in the communications that you have received from the Museum (e.g. email or post).
- The Natural History Museum will use your personal information in accordance with data protection legislation. The Museum's full privacy notice is subject to review from time to time and you can view it at www.nhm.ac.uk/privacy-notice
- We take your privacy extremely seriously and will never share your personal information with third parties for marketing purposes without your permission. Occasionally we will outsource functions when we do not have the in-house capacity required, such as the use of a mailing house for mailings, or analytical services that enable us to target our communications with Members more effectively. In such cases we will only use reputable and well vetted firms and have contracts and processes in place that ensure the safe and confidential processing of personal data at all times, including on the rare occasions that data is transferred outside the EEA.
- We analyse the information we hold on our membership base in order to provide you with a more tailored service that is relevant to your interests, and to deepen your engagement with the Museum. If you do not wish your personal information to be used in this way, you can let us know by emailing membership@nhm.ac.uk and we will review the basis for doing so in your case.
- From time to time the Museum may contact by email, mail or phone lapsed and cancelled Members who have signed up to receive marketing communications from the Museum, in order to encourage them to renew their Membership. This contact may include specific promotions or incentives to re-join. If lapsed or cancelled Members prefer not to be contacted for this purpose they should unsubscribe by following the instructions included in the communications that are received from the Museum.

3. YOUR MEMBERSHIP SUBSCRIPTION

- The Museum's Membership Scheme offers a range of Membership benefits on payment of an annual Membership subscription. As a charity we rely on the subscriptions and donations from Museum Members to help fund our work. Members are making the world of difference by giving back to nature and supporting our pioneering scientific research, education and conservation

- The Museum shall from time to time determine the fees and subscriptions for each category of Membership that an individual shall be required to pay when first applying for Membership of the Museum and at the time of renewal of their Membership.
- Once paid, and subject always to your statutory rights to cancel set out below, a Membership subscription shall not be refunded save where the Museum may determine it is in the interest of the Museum to do so.
- The Museum reserves the right to offer time-limited discounts or incentives on Membership subscriptions from time to time. These will only be available to Members joining or renewing within the time frame specified. Where payment of Membership subscriptions is made by Direct Debit and a Member wishes to cancel a subscription, you will receive a renewal reminder as set out at Clause 12 below. If you wish to cancel, your notification to cancel must be received by Membership Services at least 5 working days before your Membership expiry date. This is because the Direct Debit will be taken out on the first day of your renewed Membership and failure to provide such notice will result in the Direct Debit being claimed. As per Clause 6, once your Membership has been renewed you will not be eligible to cancel your Membership or receive a refund for any subscription fees collected, unless they were taken in error.
- We will always write to our Members to remind you that your renewal is due, to invite you to continue your Membership for another year.

4. GIFT MEMBERSHIP

- Natural History Museum Gift Membership is available to purchase online at www.nhm.ac.uk by credit card payment only.
- The purchaser of the Gift Membership can choose to have the Gift Membership card sent to their own address, or straight to the gift recipient's address. The Gift Membership card will contain an activation code which can be used by the gift recipient to activate their membership online.
- This activation code will be valid for twelve months from the date of purchase. After these twelve months have lapsed, the activation code will be invalid and cannot be used towards a Natural History Museum Membership.
- At the point of activation, the gift recipient will become a Museum Member and will be bound by the usual Membership Terms and Conditions, as described in this document.
- The Membership will last for twelve months from the point of activation. We will write to them and invite them to renew at the end of their twelve month membership.
- Once activated, Gift Membership is non-transferable and can only be used by the named Member (s)
- In purchasing Gift Membership you agree to the Museum using your details to process and manage your purchase. We will contact you (the gift purchaser) afterwards to share relevant news and special offers if you have opted in to hear from us, in accordance with our privacy notice which you can view at www.nhm.ac.uk/privacy-notice. You can manage your communication preferences at any time, or unsubscribe from mail or emails by following the instructions included in the communications that you have received from the Museum (e.g. email or post).
- If for any reason you are unhappy with your Gift Membership purchase, you have the right to cancel your Membership order and receive a full refund without giving a reason within 14 days of the date of purchase. To cancel an order, you must contact us via e-mail at membership@nhm.ac.uk or by writing to us at: Membership Services, The Natural History Museum, Cromwell Road London SW7 5BD. Gift Membership cannot be cancelled and refunded if the activation code has already been used to activate the Membership.

5. PAYING BY DIRECT DEBIT



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.
- 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 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 the Natural History Museum.

6. YOUR RIGHT TO CANCEL - NEW MEMBERSHIPS

- If Membership is bought online, over the phone or by post, you have the right to cancel your Membership order and receive a full refund without giving a reason within 14 days of the date you joined. To cancel an order, you must contact us via e-mail at membership@nhm.ac.uk or by writing to us at: Membership Services, The Natural History Museum, Cromwell Road London SW7 5BD.
- Cancellation can only be honoured if all goods (including Guest Passes) are returned un-used.
- To meet the cancellation deadline, you will need to send your communication concerning your exercise of the right to cancel before the 14 day cancellation period has expired
- Other than in the circumstances described above, annual Membership subscriptions are non-refundable. If a Member chooses to cancel their Membership part-way through a year, no part-refund is available.
- If Membership is bought on-site at the Museum, you do not have the right to cancel your membership.

- If your Membership is a Gift Membership which has been activated, you do not have the right to cancel your membership and receive a refund.

7. YOUR RIGHT TO CANCEL - RENEWING MEMBERSHIPS

- As per Clause 12, your Membership will renew annually. We will write to you approximately one month before your Membership is renewed.
- If you pay by Direct Debit, your Membership will renew automatically, after we have written to you and provided notice of the date and amount. This notice will be received in the month before your Membership is renewed.
- If you wish to cancel your Membership at renewal, you must contact us via email at membership@nhm.ac.uk or by writing to us at: Membership Services, The Natural History Museum, Cromwell Road London SW7 5BD, with communication to be received at least 5 working days prior to your Membership renewal date. Failure to do so may result in the Direct Debit being claimed.
- Once your Membership has been renewed and payment has been collected, you will not be eligible to receive a refund on your Membership, save where the payment was taken in error.

8. EFFECTS OF CANCELLATION

- If you cancel your Membership within 14 days in accordance with Clause 5 or in accordance with Clause 6, we will reimburse to you all payments received from you, excluding the costs of delivery
- We will make the reimbursement without undue delay.
- We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. If you paid by Direct Debit then the reimbursement will be paid into the bank account that your Direct Debit was set up with.
- You shall send back the Membership pack (including your Membership Card and 10 Guest Tickets), without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you post back the goods before the period of 14 days has expired, even if they do not arrive at the Museum within the 14 day period, as long as you can demonstrate proof of postage within the 14 day window. You will have to bear the direct cost of returning the goods.
- If the Membership Pack (including your Membership Card and 10 Guest Passes) is returned partly or fully used, you will not be eligible for a refund. At our discretion, we may instead charge you for any Membership benefits you have taken before you cancel, such as a visit to an exhibition or purchase of discounted tickets. The charge will be in proportion to what has been performed until you have communicated to us your cancellation from this contract, in comparison with the full contract. In the case of any Membership discounts on goods or services, these will be repayable in full.

9. YOUR MEMBERSHIP BENEFITS

- Membership of the Natural History Museum offers a wealth of rewarding benefits which are listed online at www.nhm.ac.uk/Membership . Entitlements for Museum Members may vary according to your Membership type.
- The Museum may, from time to time, review the range of benefits on offer to you and reserves the right to change/alter entry rights. We will communicate these changes to our Members in advance via our Member communications – including the Members' e-newsletter, publications (such as evolve) and on our website at www.nhm.ac.uk/Membership

- **Your Membership Options**

The Natural History Museum offers a range of annual Memberships which can be viewed online at www.nhm.ac.uk/Membership

- » **Adult** Membership – one named adult.
- » **Joint adult** Membership – two named adults, living at the same address.
- » **Family Membership** – two named adults, living at the same address, plus up to four children under 18 years of age in the family group.
- » **Concessionary Membership** – one named adult at a discounted rate. Proof of eligibility will be required for each of the following circumstances when you join, and at renewal:
 - a) Student – age 18 or over, in full time education (proof: eg valid Student Card)
 - b) Seniors – if you are 60 years old or over (proof: eg. Senior Rail Card, Birth Certificate)
 - c) Living in the UK and registered as ‘eligible disabled’ (proof: e.g. certificate)

Members who joined before July 2014

In addition to the Membership types listed above, some Members who joined before July 2014 may be on ‘dormant’ Membership types which – whilst no longer available to new Members – are currently available for renewal for those on that Membership type only.

- » **Adult + one child** (no longer available to new Members) – annual Membership for one adult plus one child under the age of 18 years
- » **Adult + two children** (no longer available to new Members) – annual Membership for one adult plus two children under the age of 18 years
- » **Child** (no longer available to new Members) – annual Membership for one child under the age of 18 years

10. WHY YOUR MEMBERSHIP CARD IS IMPORTANT

- The Natural History Museum shall issue each adult Member with a Membership card for each period of their Membership as evidence of their Membership of the Museum.
- For Family Memberships, up to four children under the age of 18 can be included on the Membership policy. The Museum will not issue cards to children. Instead, when accompanied by either adult named on the policy, the children will be eligible to their Membership benefits on presentation of the adult’s Membership card.
- In the event that a Membership card is for any reason not issued or delivered to a Member they shall still be able to enjoy the Membership benefits to which they are entitled provided they are not in arrears with the payment of their subscription. In these circumstances a Member shall be required to provide proof of identify and proof of purchase, and will be issued with a temporary Membership card, to be eligible to make use of their Membership benefits
- If a Member’s Membership card is lost or damaged, a replacement card shall be issued free of charge save that the Museum may refuse to issue a replacement card if more than one has already been issued in the 12 months prior to the date that a request for a replacement card is received.
- A Membership card is for use by the named Member only and is non-transferable. A Member may not permit anyone else to use their Membership card. Failure to comply with this rule may result in confiscation of the Membership card, immediate withdrawal of any benefits to which a Member may be

entitled and the commencement of proceedings to terminate that Member's Membership of the Museum without refund.

- Members will be required to present a valid Membership card to enjoy the following benefits. Failure to present a valid card may mean that your Membership entitlements cannot be claimed:
 - Priority access at all Museum entrances
 - Priority access to the Dinosaur Gallery
 - Free, unlimited entry to all temporary exhibitions
 - Discounts in Museum shops, cafes and restaurants
 - Discounted access to Visitor Events
 - Access to exclusive Member Events
 - Free use of the Museum Cloakroom
 - Admittance to the Members' Room
- Membership cards will be scanned at point of entry to and exit from the Museum, exhibitions, events and the Members' and Patrons' Room. The scan data will be retained as part of the core Member record for analytical purposes. This is so that we can improve our understanding of our Members in order to develop and enhance the visitor offer and services we provide.

11. GUEST PASSES

- Ten guest passes are issued per Membership, at the start of each Membership year for you to share with family guests. Each ticket entitles one family guest to one free, priority admission to a temporary exhibition where an entrance fee would normally apply. Tickets are valid for one year (up to the date of your Membership renewal).
- Members do not need to accompany their guests into the exhibitions, or be present when they enter, but guests must be in possession of a valid guest ticket to gain access to the exhibitions. Guests will not be admitted without valid guest tickets. Guest Tickets will not be replaced if lost. The details on the backs of these tickets must be filled in prior to visiting an exhibition and we reserve the right to refuse entry if these details are not completed.
- Guest Passes are the responsibility of the Member and will not be replaced under any circumstances.

12. EVENTS (Exclusive Member Events and Discounted Visitor Events)

- Members can book discounted tickets for a wide range of Visitor Events. Members are eligible for a 10% discount on all Visitor Events. Members' guests will pay the full price for their tickets. One discounted ticket can be purchased per named Museum Member in your party and you will be asked to show your Membership card on arrival. Non-Members must buy a full-priced ticket. A full range of events is available online at www.nhm.ac.uk/visit. Some are also promoted in our Members' magazine evolve.
- Any additional Member offers for Visitor Events will be promoted via the Members' e-newsletter.
- The full range of Visitor Events is available online at www.nhm.ac.uk/visit. Some are also promoted in our Members' magazine evolve and in the monthly Members' e-newsletter. Age restrictions may occasionally apply, if an event is deemed inappropriate for children under a certain age. Any age restrictions will be listed clearly on the website
- Members can also book onto exclusive Member-only events including private views of temporary exhibitions, behind-the-scenes tours and evening receptions. A full range of Member-only events are available on our website: www.nhm.ac.uk/members. Some are also promoted in our Members' magazine evolve. Members also receive updates in the monthly Members' e-newsletter.

- Some Member-only events will be open to a small number of non-Members, who are invited to purchase 'Taster tickets' to the event, at a higher price. Entry conditions including fees (where applicable) and whether you are entitled to bring a guest with you will be clearly stipulated on the event invitation (online, evolve, email) Where an event fee applies, payment must be included with the booking as places will not be allocated without advance payment.
- Event spaces are allocated on a first-come first-served basis, unless specified otherwise.
- No refunds or exchanges are allowed once a ticket or tickets have been purchased.
- In the unlikely circumstances of an event needing to be cancelled, notice of cancellation will be given by email to all attendees and tickets fully refunded. .
- The Museum reserves the right to offer Membership tickets to Patrons and the public (as Taster Tickets) for Members' Events and will allow Taster Ticket holders to upgrade to full Membership for up to one week after each event.

13. RENEWAL NOTIFICATIONS AND EXPIRY OF MEMBERSHIP

- Your annual Membership will be due for renewal on the last day of the twelfth month of your Membership. We will always write to you approximately in the month beforehand, to invite you to renew.
- Members paying by Direct Debit will be sent a reminder letter, advising you of when your annual subscription will be taken from your bank account. Your annual subscription will be taken on your Membership renewal date, and your Membership card(s) will be despatched shortly after payment has been taken. See section 4 for more details about managing your Direct Debit instruction.
- Members paying by cash, cheque or credit/debit card will be sent a renewal notice approximately one month before their expiry date.
- Members who pay their renewal fee up to three months after their renewal due date has passed will have their policy backdated to the renewal due date, to ensure there is no break in Membership cover, so that benefits can continue to be enjoyed seamlessly. If you have not paid your Membership three months after your Membership renewal date has passed, your Membership will be lapsed.

14. OBLIGATIONS OF MEMBERSHIP

- When acting in their capacity as a Member of the Natural History Museum, a Member shall act in the interests of the Museum and in a manner that contributes to the achievement of the objectives of the Museum. While on Museum premises, a Member must act in an appropriate manner so as not to cause offence or annoyance to other visitors, Members and their guests.
- A Member must notify the Membership Services team (membership@nhm.ac.uk) of any change of address for communication as soon as is possible. The Museum will not be responsible for losses of any kind, including loss of benefits that may arise as a result of the failure of a Member to advise the Museum of a change of address.

15. REJECTION OR TERMINATION OF MEMBERSHIP

- The Museum may reject any application for Membership of the Museum where an individual or corporate body, association or organisation appears to them to be ineligible for Membership or for any other reason where they consider it to be in the interest of the Museum not to do so.
- The Membership of an individual or Member organisation shall be terminated

- a) on receipt by the Membership Services Team of a notification of the death of an individual Member;
 - b) on receipt by the Membership Services Team of a written notice of resignation from the Member;
 - c) if payment of any Membership subscription has not been received by the Museum within 90 days of the due date;
 - d) if after considering a complaint concerning the conduct of an individual Member the Head of Membership is of the view that Membership should be terminated.
- A Member whose Membership is terminated shall remain liable for any arrears of subscription or other sums due from them and shall not be entitled to the return of any subscriptions or other fees already paid.
 - We reserve the right to cancel your Membership at any time, without refund, if we discover that:
 - a) You have obtained the Membership fraudulently
 - b) You have transferred the Membership to someone other than the named person(s) on the application form without notifying us
 - c) You have given your Membership card to someone other than the person(s) named on that card in order for them to gain the benefits of Membership
 - d) You have sold your Membership Guest Passes

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

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