

## Terms and conditions of Historic Royal Palaces Membership

Thank you for being a member of Historic Royal Palaces Membership Scheme. These terms and conditions of membership should also be read in conjunction with the terms of use on our website ([www.hrp.org.uk/terms-of-use](http://www.hrp.org.uk/terms-of-use)).

Please note that acceptance of your membership application and receipt of your Membership fee by Historic Royal Palaces creates a valid and legally binding contract between you and Historic Royal Palaces, which is governed by these terms and conditions.

We reserve the right to change these Terms and Conditions at any time.

### Background

Historic Royal Palaces is an independent charity that looks after the Tower of London, Hampton Court Palace, the Banqueting House, Kensington Palace, Kew Palace and Hillsborough Castle.

We raise all our own funds and depend on the support of our visitors, members, donors, sponsors and volunteers.

Our registered address is Hampton Court Palace, Surrey KT8 9AU. Registered Charity Number: 1068852

### 1. Data protection

When you apply for Membership, and while you remain a member, we will retain your personal data including your name and address to fulfil the membership services to you and for our own analysis, in accordance with the Data Protection Act 1998 and our Data Protection code of practice.

Your membership card has a bar code which will be scanned each time you visit one of our palaces. We are using the data to see how many members visit each of our palaces and how often. We are also keen to encourage members to visit. As a result, in due course the data may start to be used in this way so we can suggest new places to visit, based on your visiting patterns. We want you to be able to get the most out of your membership.

Please note that while your membership is valid we will need to contact you about your membership. As a member you will receive essential communications from the Membership team by post and email to fulfil your membership subscription. These will all relate to your member benefits and will include your welcome pack, member and adult education event programmes and our member magazine, *Inside Story*, which will be posted to you three times a year.

You can unsubscribe from receiving membership communications by email. Please use the 'Unsubscribe' link at the footer of all emails or contact the Membership Team. Once we have received your request, we will take appropriate steps to cease using your information in this way. However, we might still need to contact you with regards to the administration of your membership subscription.

We do not pass on personal data to third parties.

All rights under the 1998 Data Protection Act (UK) and any subsequent revisions will apply.

### 2. Benefits of annual membership

Members get a host of fabulous benefits to enjoy all year round including:



- Free and unlimited entry to six historic royal palaces\*
- 10% discount in our shops, cafes and restaurants
- A free subscription to Inside Story – the magazine for members of Historic Royal Palaces
- 10% discount on tickets bought in person to gain access to Kew Gardens
- Unique behind the scenes member events
- Access to the private Members' Room at Hampton Court Palace

\*Please note: **Kew Palace** is set within the grounds of Royal Botanic Gardens Kew. There is an additional charge to access the gardens, in order to reach the Palace. Please note Kew Palace is open seasonally April-September. For more information, please visit our website [hrp.org.uk/KewPalace](http://hrp.org.uk/KewPalace).

Please note that **Hillsborough Castle** will temporarily close to the public in order to accommodate major project works from Oct 2017 to July 2018. The Castle and Gardens will reopen in July 2018 with the new visitor facilities and car park opening in the summer of 2019. For more information, please visit our website [hrp.org.uk/Hillsborough-Castle](http://hrp.org.uk/Hillsborough-Castle).

### **2.1. More information on your discount in the shops, cafes and restaurants**

As a member you will receive 10% off in the shops, cafes and restaurants.

#### Café and restaurant exclusions:

The 10% discount excludes alcohol and dining at the Perkin Reveller restaurant during evening sittings. This discount cannot be used in conjunction with any other offer.

#### Retail exclusions

The 10% discount cannot be used in conjunction with any other offer. Exclusions apply.

### **2.2. Benefits of life membership**

In addition to the benefits listed above life members also receive the following benefits;

- You are welcome to bring in one free guest - either adult or child - as an Individual life member and two guests for a joint life membership.

### **3. Term of membership**

Membership of HRP is valid for twelve consecutive months or 15 months if you are paying by Direct Debit for the first time. If you cancel or are unable to use your membership at any stage during this time refunds or extensions will not be offered in any circumstances.

In the case of life memberships - no refunds will be given to members who are unable to use their membership at any stage of their subscription.

### **4. Membership Categories**

Individual membership - applies to an adult aged 16 yrs+

-Individual membership covers one named adult and up to 6 named children under the age of 5

Joint membership - applies to two named adults aged 16 yrs+

-Joint membership covers two named adults and up to 6 named children under the age of 5.

Family membership (two adults) - family of two named adults and up to six children

-Family membership covers two named adults and up six named children under 16 years old.



Family membership (one adult) - family of one named adult and up to six children  
 -Family one adult membership covers one named adult and up six named children under 16 years old.

If you have an Individual or joint membership please let us know of any children under 5 who visit with you. We can add these details to your record and therefore know to include you on any specific marketing communications for family events or information.

We do not currently offer a concessionary/student membership rate.

**5. Upgrading tickets towards your membership fee**

If you have already paid for an admission ticket then you may use it to upgrade to membership.

You can upgrade your ticket(s) towards a membership, at the point of joining the scheme, using a maximum of the following ticket combinations:

Membership type	Ticket combinations
Individual membership	One adult ticket
Joint membership	Two adult tickets
Family membership	One family ticket OR two adults and up to three children's tickets
Family one adult membership	One adult ticket and up to three children's tickets

Please note that only day entry tickets bought directly from Historic Royal Palaces can be used to upgrade towards a membership.

Tickets from multiple separate visits cannot be used.

Tickets for palace events cannot be used when upgrading to a membership.

You can upgrade your tickets within two weeks of purchase.

You can upgrade your tickets towards a life membership.

You cannot upgrade your palace tickets towards a gift membership.

**6. Tesco Vouchers**

You can exchange Tesco Vouchers to Tesco Days Out Tokens. You can then buy a day entry ticket to the Tower of London, Hampton Court Palace or Kensington Palace. At the end of your visit to the palace of your choice you can then upgrade the tickets towards the membership cost.

Please note that Tesco Vouchers cannot be used for the full cost of the membership.

**7. Gift membership**

Gift memberships must be redeemed within 12 months of purchase.

You cannot upgrade your palace tickets towards a gift membership.



We do not accept Direct Debit payment for gift memberships.

#### **8. Membership cards**

Please sign the back of your membership card as soon as you receive it either in person or in the post.

Your membership and any associated benefits are non-transferable and can only be used by the named member(s) on the membership card.

To ensure you can make use of your member benefits you are asked to bring your membership card whenever you visit a Historic Royal Palaces property.

Please note that a photograph or photocopy of your membership card is not a valid way to gain entry to one of our palaces.

If you forget your card you will need to visit the ticket office and show a form of identification to be issued with a temporary card.

We operate random security checks at the entrance of each palace so please bring a form of identification with you at all times. Failure to provide valid ID (e.g. driving license, bank card etc) will result in refusal of entry and possibly the confiscation of your membership card.

In the event of a closure or part closure to any of our properties, we will do our best to inform you about it in advance. However, we cannot offer partial or full refunds for membership in the event of unforeseen or planned palace closures. Please check our website before visiting to find out about any route changes or closures. Any general closures and notices are listed under each palace page for opening and closing times on our website.

#### **9. Scanning your membership card**

Your membership card has a bar code which will be scanned each time you visit one of our palaces.

We are using the data to see how many members visit each of our palaces and how often.

We are also keen to encourage members to visit. As a result, in due course the data may start to be used in this way so we can suggest new places to visit, based on your visiting patterns. We want you to get the most out of your membership.

#### **10. Subscription fees and payment**

We reserve the right to amend the price of Membership subscriptions. You will be informed of any change of subscriptions rates within your renewal letter before payment is taken.

##### Credit/Debit card payments

The credit/debit card information you provide us for a Membership transaction is used solely for the purpose of processing that Membership transaction.

We cannot accept credit/debit card payments by email and we will decline to accept payment by this means.

##### Direct Debit payments

*Direct Debits are paid for in full. Membership is paid for annually and we don't set up monthly instalments.*



*You must have a UK bank account to set up a Direct Debit.*

*The Direct Debit account must belong to the lead member on the membership.*

*Gift memberships cannot be purchased by Direct Debit.*

If there are any changes to the amount, date or frequency of your Direct Debit, we will notify you (with 10 working days notice) in advance of your account being debited.

#### Direct Debit Guarantee

The Direct Debit Guarantee applies to all Direct Debits. It protects you in the rare event that there is an error in the payment of your Direct Debit\*.

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 organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation 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 organisation 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 organisation 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 organisation.

\* The Guarantee covers Direct Debit payments. It cannot be used to address contractual disputes between you and the billing organisation.

#### Life membership payment

We accept card, cash and cheque for payment of a life membership. You cannot set up a Direct Debit to pay for a life membership.

#### Charity Cheques/Vouchers

We cannot accept charity vouchers towards membership, such as Charities Aid Foundation (CAF) vouchers, as these cannot be used to purchase goods or services as stipulated on the reverse of the voucher. We do however, accept charity bank cheques as these are drawn on a bank sort code and account number, and look and behave like a normal cheque. If you are unsure then do get in touch with us for further details.

#### **11. Overseas membership**

We will post your membership card and pack to you but Inside Story, the magazine for Historic Royal Palaces members, will be sent electronically to Members without a UK postal address. Please ensure you give us your email address.

#### **12. Gift Aid your Membership\*\***

By giving us consent to claim Gift Aid on your membership you enable us to receive an extra 25% from HMRC at no extra cost to you. You can sign up for



Gift Aid if you are eligible as a UK taxpayer, by signing and dating the declaration on the membership form. Alternatively you can let us know via email or over the phone that you would like to Gift Aid your membership.

Please notify the Membership Team if you want to cancel this declaration, change your name or home address or no longer pay sufficient Income Tax and/or Capital Gains.

If you verbally consent we will write to you to confirm that Gift Aid will be collected in your name.

\*\* Not applicable to life members or gift memberships.

### **13. Changes in Membership Category\*\***

If you make an annual payment and during the course of your current membership subscription you wish to change from an individual to a joint or family membership, please contact us and we will arrange to take payment for the difference in price between the two categories. New cards will be issued to reflect the change in membership category and the expiry date will stay the same.

If you wish to change from a joint or family to an individual membership, please let us know, and the change will be made at the time of renewal. We do not issue any refunds for downgrading a membership.

\*\* Not applicable to life members.

### **14. Membership Renewals\*\***

We will write to you approximately one month before your membership is due for renewal, detailing the expiry date of your current membership and the actions you may need to take in order to continue your subscription.

If your membership is paid by Direct Debit, we will automatically renew your membership and collect the subscription fee for the coming membership period. We will write to you to give you notice of the payment that is due. This gives you the opportunity to notify us should you not wish to renew your membership by the date stated in your renewal letter.

If you do not renew your membership it will expire automatically at the end of the membership period.

\*\* Not applicable to life members.

### **15. Cancellation policy**

Cash, card and cheque - your membership will lapse the day after your expiry date if you do not renew.

Please note that your membership is non-transferable and no refunds will be given if you cancel the membership mid-way through your membership subscription.

Direct Debit payment - your membership will automatically renew unless we hear from you requesting to cancel. We will write to you to give you notice of the payment that is due. This gives you the opportunity to notify us should you not wish to renew your membership by the date stated in your renewal letter.

You can cancel a Direct Debit any time by simply contacting your bank or building society.



We would be grateful if you also notify us using the contact methods set out below.

Please be aware that if you cancel after the deadline given in your renewal notice letter then no refunds can be given.

Please notify the Membership Team if your contact details change so we can ensure you receive our renewal communications as well as other member benefits.

#### **16. Members' Room**

The Members' Room at Hampton Court Palace is for the use of current members only.

There is a code to get into the Members' Room. Please visit the Information Centre to find out what the code is.

Please have your valid membership card to hand when entering the Members' Room to show the volunteer(s) on duty.

Please sign in and out of the Members' Room so we can track the usage of the room and also use as a register in the event of an emergency evacuation.

Please be aware that the room does get busy over the weekend and in school holidays. You might be asked to either wait to be seated or return later in the day.

#### **17. Further Conditions**

We reserve the right to refuse entry and/or membership and/or to revoke membership without refund if a member behaves in a threatening or abusive manner towards any person at any HRP property, or damages or threatens to damage any of the collections or property of HRP.

We reserve the right to revoke your membership at any time, without financial compensation, if you commit any breach of these Terms.

#### **18. Contact information**

The Membership Office is open five days a week, Monday - Friday, from 9am to 5pm and the team can be reached by telephone, email or letter, details are shown below.

Address: Apartment 38, Hampton Court Palace, Historic Royal Palaces, Surrey, KT8 9AU

Tel: +44 (0) 20 3166 6327 Email: [members@hrp.org.uk](mailto:members@hrp.org.uk) Twitter: HRP\_Members

