**Terms and Conditions of Historic Royal Palaces Membership**

Thank you for being a member of Historic Royal Palaces. These terms and conditions of membership should also be read in conjunction with the terms of use and our Privacy Policy, both of which are available on our website at [www.hrp.org.uk](http://www.hrp.org.uk)

Please note that acceptance of your membership application and receipt of your membership fee by Historic Royal Palaces creates a valid and 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.

**About Historic Royal Palaces**

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 and Gardens.

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, East Molesey, 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 General Data Protection Regulation (GDPR).

Your membership card has a barcode which will be scanned each time you visit one of our palaces. We use 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.

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 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 or by post. 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, and we may contact you in the future with special offers to allow you to consider re-joining as a member.

We do not pass on personal data to third parties.

All rights under the General Data Protection Regulation and any subsequent revisions will apply.

1. **Benefits of Annual Membership**

Members are entitled, upon presentation of a valid membership card, to a host of fabulous benefits to enjoy all year round including:

* Unlimited adventures at our six historic royal palaces\*
* 10% discount in our shops, cafes and restaurants\*\*
* 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, where Kew Palace, Queen Charlotte’s Cottage and the Great Pagoda are situated
* Access to exclusive 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. Kew Palace is open seasonally April-September. For more information, please visit our website hrp.org.uk/KewPalace.*

*\*\* Discount applies to the named members on the membership card*

* 1. **Member Discounts**

As a member you will receive 10% off in the shops, cafes and restaurants. Other exclusions may apply. Please note that the discount applies to the named members on the membership card.

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

Café and restaurant exclusions

The 10% discount excludes alcohol and 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.

* 1. **Life Membership Benefits**

In addition to the benefits listed above life members are also welcome to bring in one free unnamed guest - either adult or child - as an Individual life member and two unnamed guests for a Joint life membership.

1. **Term of Membership**

Membership of Historic Royal Palaces is valid for 12 consecutive months, or 15 consecutive months if you pay by Direct Debit for the first time.

Currently we endeavour to send out new membership cards within 40 days of a membership being purchased.

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.

1. **Membership Categories**

The following are the annual categories of Historic Royal Palaces membership and the number of people they cover:

**Individual membership** - applies to one named adult aged 16 years or older

**Joint membership** - applies to two named adults aged 16 years or older

**Family Group membership** – applies to a family of two named adults and up to six named children aged 5 to 15 years

**Family 1 Adult membership** – applies to a family of one named adult and up to six named children aged 5 to 15 years

Children under the age of 5 can enter our palaces for free and do not need to be included on a membership.

Children under the age of 3 can visit the Magic Garden at Hampton Court Palace free of charge and do not require a ticket or to be on a membership.

Children who are 3 or 4 years old and who are the child of a member can visit the Magic Garden free of charge.

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

1. **Upgrading Tickets towards a Membership**

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 Group membership | One family ticket OR two adults and up to three children’s tickets |
| Family 1 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 purchased through a third party cannot be used.

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.

Proof of ticket purchase is required in order to upgrade tickets to membership.

1. **Gift Membership**

With gift membership you can buy someone special a year of experiences that will stay with them for a lifetime.

You can purchase a gift membership through the gift membership page on our website by credit or debit card. Unfortunately, gift memberships cannot be purchased by Direct Debit.

Once purchased, the buyer then receives a gift pack within 28 days of purchase to present to their recipient. This will include a membership voucher and activation form with a space for the buyer to include a special message.

The recipient can then activate their membership within 12 months of the purchase date, either by taking their form to one of our larger palaces or sending the form to the Membership Office using the Freepost address provided. If sent to the Membership Office, the form will be processed and a welcome pack sent within 40 days.

Palace admission tickets cannot be used towards the cost of purchasing a gift membership.

1. **Membership Cards**

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

Our system is set up to issue one card per membership; however, if you would like a second card please contact the Membership team, who will be happy to help.

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 site.

A photograph or photocopy of your membership card will not be accepted to gain entry to our palaces.

If you forget your card you can visit the ticket offices at Hampton Court Palace or Kensington Palace, or the Tower of London Welcome Centre and show a form of identification to be issued with a temporary pass.

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 or extensions 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.

1. **Member Events**

Members are entitled to book tickets to our exclusive member only events which take place throughout the year across our palaces.

Information on these events are made available through the Historic Royal Palaces website, via our member What’s On email, as well as *Inside Story* magazine. Listings for these events will also advise of the date tickets for events will be put on sale.

Membership does not guarantee the availability of tickets to members’ events. All events have a limited capacity and tickets are subject to availability, being sold on a first come, first served basis. Allocations of tickets cannot be held in advance of the advertised sale date.

The number of tickets which can be purchased for an event is restricted to the number of people listed on the membership.

All attendees to member-only events must hold a valid current membership at the time of the event.

When booking for an event, please do advise at the time of booking of any accessibility or dietary requirements so that we can accommodate any specific individual needs.

It is not possible to refund tickets for member events if the member is unable to attend the event for any reason.

If it becomes necessary to cancel an event, we will contact members booked onto the event to arrange a refund or transfer to another date of the same event.

1. **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 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 do not currently offer a monthly Direct Debit option.

### You must have a UK bank account to set up a Direct Debit, and the bank account being used must belong to the lead member on the membership.

### Gift memberships cannot be purchased by Direct Debit.

Please note the first year’s payment for your membership could be in the month you join or in the following month, depending on the start date of your membership.

A letter will be sent informing you of the exact collection date at least 10 days in advance of any payment being taken.

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

If for any reason payment of membership by Direct Debit is unsuccessful, we reserve the right to suspend membership. Suspension will only be lifted once full payment is received or arranged.

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 debit card, cash and cheque for payment of a life membership. Life memberships cannot be paid by Direct Debit.

Charity cheques and 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.

1. **Members who Live Outside the UK**

For those who have purchased a membership but live overseas, we will post your membership card and pack to you but delivery may take longer than 28 days.

Please be aware that *Inside Story*, the magazine for Historic Royal Palaces members, can only be sent to Members with a UK postal address.

1. **Gift Aid**

As a charity, by giving us consent to claim Gift Aid on your membership we can 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 contact us via email or telephone that you would like to Gift Aid your membership.

Please notify the Membership team if you wish 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 confirm that Gift Aid will be collected in your name in your welcome letter.

Please note that Gift Aid cannot be claimed on life or gift memberships

1. **Changes in Membership Category\*\***

If you make an annual payment and during the course of your current membership subscription you wish to change your category of membership to one with a higher cost, please contact us and we will arrange to take payment for the difference in price between the two categories.

If you wish to change to a membership category with a lower value than your current one, 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.

Please note that our membership prices increase each year on 1 March. If you wish to change the category of a membership brought before 1 March and the price increase, you will need to pay the difference between your previous membership and the current price of the membership you wish to purchase.

New cards will be issued to reflect the change in membership category and the expiry date will stay the same.

*\*\* Not applicable to life members.*

1. **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.

We write to all members regarding their renewal by post. Please therefore ensure that the address details held on your membership record are kept up to date.

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 always 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 cancel your Direct Debit instruction, your membership will expire automatically at the end of the membership period.

If you bought your membership by cash, card or cheque, the membership will expire automatically at the end of its validity period if you choose not to renew.

*\*\* Not applicable to life members.*

1. **Cancellation Policy**

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

Please note that your membership is non-transferable, and no refunds will be given if you cancel the membership during the period of its validity.

Direct Debit payment – your membership will automatically renew unless we hear from you requesting to cancel. We will always 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 also cancel a Direct Debit any time by simply contacting your bank or building society. We would be grateful if you also notify us so that we can keep your membership account up-to-date.

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 any of your contact details change so we can ensure you receive our renewal communications as well as other member benefits.

1. **Members’ Room**

The Members’ Room at Hampton Court Palace is for the use of current members of Historic Royal Palaces.

There is a code to get into the Members’ Room. Please ask the Admissions team at Hampton Court Palace to find out what the code is and where the room is located.

Please be aware that the room becomes busy over the weekend and in school holidays.

1. **Magic Garden**

Entry to the Magic Garden at Hampton Court Palace is included with your membership.

Membership requires children aged 5 and over to be included on your membership record.

Children under the age of 3 can visit the Magic Garden at Hampton Court Palace free of charge and do not require a ticket or to be named on a membership.

Children who are 3 or 4 years old and who are the child of a member can visit the Magic Garden free of charge.

Please remember that membership entitles only those named on the card to enter. Any additional guests will be required to purchase additional tickets.

1. **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 Historic Royal Palaces property, or damages or threatens to damage any of the collections or property of Historic Royal Palaces.

We reserve the right to revoke membership at any time, without financial compensation, if any breach of these terms and conditions is committed.

1. **Contact Information**

The Membership Office is open five days a week, Monday to Friday, from 09:00 to 17:00. The team can be reached by telephone, email or letter, details are shown below.

Address: Apartment 26, Hampton Court Palace, Historic Royal Palaces, East Molesey, KT8 9AU

Tel: +44 (0) 333 320 6000 Email: members@hrp.org.uk Twitter: HRP\_Members