



HISTORIC ROYAL PALACES

Membership Terms and Conditions

These terms and conditions of membership should also be read in conjunction with our Terms of Use and our Privacy Policy, both of which are available on our website at www.hrp.org.uk

We reserve the right to change these terms and conditions at any time.

1. Benefits of Membership

The named members on the membership are entitled, upon presentation of their valid card, to access member benefits as advertised on our website www.hrp.org.uk/membership

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

HRP may, from time to time, review the range of benefits on offer to members and reserves the right to change/alter membership benefits and entry rights. We will communicate these changes on our website as above.

2. Membership cards

Please bring your membership card whenever you visit a Historic Royal Palaces site. If you have lost your card, email members@hrp.org.uk so that a replacement card can be issued and sent to you. A charge may be made for this service.

A photograph or photocopy of your membership card will not be accepted.

3. Refunds and extensions

Your membership subscription to Historic Royal Palaces is a charitable donation and is therefore non-refundable. We do not offer partial or full refunds or extensions for membership in the event of palace closures.

Please check our website before visiting to find out about any changes. Any general closures and notices are listed under each palace page for opening hours on our website.

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. Keeping in touch with our Members

We request that you keep your preferred contact details up to date. Historic Royal Palaces cannot be held responsible for any communications that are missed due to a change of address, whether electronic or postal.

5. Gift Membership

You can purchase a gift membership on our website by credit or debit card.

Gift membership purchases must be redeemed within one year of purchase and once purchased cannot be refunded.

6. Payment for Membership

We reserve the right to amend the price of membership subscriptions on an annual basis.

6.1 Direct Debit payments

Direct Debit payments are made annually in full from the UK bank account of the lead member on a membership. We accept Direct Debit payment for annual membership categories, excluding Gift memberships.

Please note the first year's payment for a membership may be taken up to 6 months after joining. We will contact you to inform you of the exact collection date or of any changes to the amount, date or frequency of the Direct Debit at least 10 days in advance of payment.

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

All Direct Debit payments are covered by the Direct Debit Guarantee.

7. Overseas Members

If you have purchased a membership but live overseas, we will post your membership card to you but delivery may take longer than the standard 28 days.

Please be aware that *Inside Story*, the magazine for Historic Royal Palaces members, will be sent digitally but can only be sent to overseas members who have consented to receive communications by email.

8. Gift Aid

You can sign up to Gift Aid if you are eligible as a UK taxpayer at point of purchase, or by contacting us to tell us that you would like to Gift Aid your membership. We do not claim Gift Aid on Gift or Life membership categories.

Please notify the Membership Team if you wish to cancel this declaration, or to change your name or home address.

9. Changes in Membership Category

If, 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.

If you wish to change to a membership category with a lower value than your current one, please contact us and the change will be made at the time of renewal. We will not issue pro rata refunds for downgrading a membership.

In either case, a new card will be issued to reflect the change and the expiry date will stay the same.

10. Membership Renewals

10.1 Existing Memberships Paid by Cash, Card or Cheque

If you pay for your membership by cash, card or cheque and wish to cancel it, your membership will lapse the day after the expiry date printed on your card if you choose not to renew.

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

10.2 Existing Memberships paid by Direct Debit

Memberships paid for by Direct Debit will be automatically renewed and the subscription fee collected for the coming membership period. Your card will be sent to you.

We will contact the lead member approximately one month before the membership is due for renewal, detailing the deadline by which changes or cancellations need to be made. To cancel with Historic Royal Palaces, please contact us at members@hrp.org.uk and we will confirm the action in writing.

If you wish to cancel your membership after the deadline given in your renewal notification, refunds cannot be given.

You can also cancel a Direct Debit any time by contacting your bank or building society. Please also notify us so that we can keep your membership account up to date.

Please notify the Membership Team if any of your contact details change so we can ensure you receive our renewal communications.

11. Cancellation Policy

You have a right to cancel your membership application within 14 days of purchase and receive a full refund for any membership payment taken.

We will make the reimbursement using the same means of payment as you used for the initial transaction.

If you paid by Direct Debit, then instead of arranging any reimbursement through us you will need to request reimbursement through an indemnity claim with your own bank.

We will charge you for any membership benefits you have taken before you cancel, such as a visit to a palace or purchase of discounted tickets/goods.

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.

Please contact us for assistance with this by emailing members@hrp.org.uk.

Membership applications cannot be refunded more than 14 days after purchase.

12. 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.