

# The Postal Museum

## Membership Terms & Conditions

Except as stated in condition 8.5 below references to "we" or "us" are references to The Postal Heritage Trust Members and the Trustees of The Postal Museum jointly and severally.

These are the terms and conditions on which we sell Membership of The Postal Museum. Please read these Terms and Conditions carefully before you order Membership from us as they tell you who we are and on what basis you are purchasing membership.

If you think there is a mistake in these Terms and Conditions, or if anything is unclear, please contact [membership@postalmuseum.org](mailto:membership@postalmuseum.org)

### 1. These terms

1.1. These terms and conditions (Terms) apply to any purchase of The Postal Museum Membership.

1.2. We have the right, without liability to you, to refuse to allow you to enter The Postal Museum and/or to escort you from our premises if you, in our judgement, breach any of these Terms.

### 2. Information about us

By purchasing Membership, you are entering into an agreement with The Trustees of The Postal Museum (TPM, The Postal Museum we, us, our) on these terms. TPM is a registered charity (no.: 1102360) and a limited company registered in England & Wales (no.: 4896056). Our registered VAT number is GB 835 963 882.

### 3. Membership benefits

3.1. TPM Members will receive a range of benefits depending on the category of Membership applied for. A complete list of Membership benefits is available on TPM website at [www.postalmuseum.org](http://www.postalmuseum.org). A typical Membership package will include:

3.1.1 Membership card(s), one per membership;

3.1.2 Unlimited access to The Postal Museum within public opening hours, in line with last admissions times, excluding special events, Mail Rail and Sorted!;

3.1.3 Regular Member E-News and updates via email;

3.1.4 Ad-hoc members' offers and events.

3.1.5 Membership benefits specific to the type purchased.

3.2. We reserve the right to change the benefits that apply to The Postal Museum Memberships at any time and without prior notice, which may include restricting re-entry when busy. Where possible, changes to benefits will be published on TPM website.

3.3. We may maintain, cancel or introduce different categories of Membership from time to time. It is your responsibility to ensure that you have the most appropriate category of Membership to suit your personal circumstances at any time. TPM is not responsible in the event that a more appropriate category of Membership may have been available at any time.

3.4. Membership benefits are only redeemable on the presentation of a valid Membership card and are non-transferrable. If you arrive without your Membership card(s) you will be required to purchase full price tickets, if available, for museum or event admission. Members can apply for a refund on this admission which can be issued by contacting the Membership Team directly.

3.5. Adult members (aged 18+) may be requested to produce proof of identification in addition to their Membership card when claiming Membership benefits.

3.6. Members are required to provide a valid email address to ensure they are able to receive all Membership benefits and communications.

3.7. Members wishing to purchase tickets for Members-only events or priority booking TPM event tickets must do so online, by phone or in person from TPM.

3.8. Retail discounts are only applicable in store and online for items. TPM reserve the right to exclude certain items from Membership discounts, such as Post and Go, Limited Edition products and postage and packaging charges. Only the named Member is eligible to receive discounts and only the named member can use discount code supplied for the online shop.

3.9. To redeem Membership benefits related to events, Members must apply for tickets before the event unless otherwise specified. To secure a booking for an event, members must apply in advance as per instructions on the invitation. Tickets are awarded on a first come first serve basis. Popular events may have restrictions on the number of tickets a Member can purchase.

3.10. There is a £5 administrative charge, per card, for the re-issue of lost or replacement Membership cards.

3.11. Your visit to TPM is at all times subject to any notice to visitors we post on the premises, and our standard admissions guidelines as may be amended from time to time. In addition, you and any persons for whom you have bought Membership must comply with any reasonable instructions given to you by our staff or any third party instructed on our behalf during your visit.

#### **4. Your details**

4.1. During your time as a Member we will collect information about you to help administer your Membership, personalise your experience of Membership and develop our Membership offer. This data will usually be held for 3 years plus the current financial year after your data becomes inactive (for the primary purpose of financial auditing). We collect information about you in a variety of ways including, but not limited to:

4.1.1 When you join as a Member, use your Membership card to visit TPM, make bookings for TPM events, make a purchase in the TPM shops and café and when you respond to TPM emails.

4.2. TPM will process personal data about individuals (including Members) in accordance with the Data Protection Act 1998 (as amended or superseded, including from 25 May 2018 the General Data Protection Regulation) and other related legislation. We will process such personal data as set out in our Privacy Policy, <https://www.postalmuseum.org/connect/about/policies/digital-privacy-policy/>, as may be amended from time to time;

4.2.1 As set out in these Terms, and in order to perform our obligations under any contract between you and us, and where reasonably necessary for TPM's purposes; and

4.2.2 In order to comply with any court order, request from or referral to an appropriate authority, or legal, regulatory or good practice requirement.

4.3. We may use your details to contact you in relation to service information, including, but not limited to, expiry and/or renewal reminders.

4.4. You are responsible for informing us of changes to your personal details. Please do not share your individual password/s for access to our on-line services with anyone else.

4.5. If you have any enquiries about your data or wish to stop receiving communications from TPM (although they form part of your membership benefits) please email [membership@postalmuseum.org](mailto:membership@postalmuseum.org) or write to The Postal Museum Membership, 15-20 Phoenix Place, London, WC1X 0DA.

4.6. The Postal Museum is the public identity of The Postal Heritage Trust which is registered as a 'data controller' with the UK information rights regulator- the Information Commissioner's Office (ICO).

## **5. Subscription fees and payments**

5.1. All Members will pay an annual Membership fee. TPM reserves the right in its absolute discretion to change the Membership fee each year. You will be informed of any change to subscription rates through your renewal letter/email.

5.2. Your Membership is valid immediately from the day that your Membership fee is received by TPM and will usually be valid for 12 months unless otherwise stated. If you do not renew your Membership it will expire automatically at the end of the Membership period unless it is renewed in accordance with clause 5.4 below.

5.3. Upon expiry of your Membership you will no longer be a Member and you will no longer be entitled to receive any Membership benefits. Unused benefits cannot be transferred to new membership purchase.

5.4. When each Membership period comes to an end, TPM will send you a renewal reminder, and your Membership will be cancelled unless and until a further Membership fee payment is received from you.

5.5. The credit/debit card information you provide us for a Membership transaction is used solely for the purpose of processing that Membership transaction. We do not retain these details.

5.6. We cannot accept payment details via email and will decline any payment by this means in line with the rules of the Payment Card Industry (PCI).

5.7. If you are not using your own credit/debit card to pay for the Membership subscription, you must ask permission of the credit/debit card holder before entering payment details. When you subscribe to Membership of TPM either online or verbally, you are confirming that you have obtained the express prior permission of the credit/debit card holder.

5.8. If you buy an online directly from TPM and then wish to purchase membership (excluding Gift Membership) on the same day as your admission ticket was valid you will be entitled to pay the additional amount to upgrade to the relevant membership option with the following conditions:

5.8.1 You have a valid ticket purchased for that day directly through TPM and not through a third party agent, and payment did not include tokens or vouchers from a third party agent;

5.8.2 You are purchasing membership at TPM;

5.8.3 Your original admission would have been one of the benefits associated with the membership package you have purchased.

## **6. Renewals**

6.1. You will be contacted approximately one month before your Membership is due for renewal, detailing the expiry date of your membership and any further action you may need to take in order to continue your subscription.

6.2. Membership can be renewed on line, by phone or in the Museum.

6.3. You can choose whether to change your membership level at the point of renewal. Benefits are linked to the type of membership purchased valid from the start date of the renewed membership.

## **7. Publications and other materials**

7.1 Unless stated otherwise, copyright and all other rights in all publications and materials supplied to you by TPM is owned by TPM. Members may not reproduce, transmit, distribute, sell or commercially exploit these materials without the prior consent of TPM or to the extent expressly permitted by law.

## **8. Cancellations**

8.1. As a consumer, when you purchase Membership via the internet, in TPM or over the phone you have a legal right to cancel the contract formed between us if you change your mind or decide for any other reason that you do not want to use the Membership within 14 days of purchase.

8.2. Cancellations received more than 14 days from the date of purchase will not be eligible for a refund. Membership benefits will cease in their entirety from the date you receive confirmation from us that your cancellation has been processed.

8.3. To cancel a contract for Membership, you must contact us via email at [membership@postalmuseum.org](mailto:membership@postalmuseum.org) or by writing to The Postal Museum Membership, 15-20 Phoenix Pl, London WC1X 0DA. You must contact us in writing via email or post stating your name, membership number, contact details and reason for cancelling.

8.4. To meet the cancellation deadline, it is enough for you to send your communication concerning the exercise of the right to cancel before the cancellation period has expired. We will email you to confirm we have received your cancellation.

8.5. You will be eligible for a refund of the fees paid, less any membership benefits used, such as general admission, Mail Rail and Sorted! at our discretion.

## **9. Revocation of Membership**

9.1. TPM reserve the right to terminate your Membership if in its reasonable opinion you behave in a way which is considered to be harassing, causing distress or inconvenience to other members, any visitor to TPM, any member of TPM staff or any directors, trustees, patrons, donors or other supporters of TPM or you breach any of these Terms.

9.2. TPM reserves the right to revoke your Membership at any time, without financial compensation, if you commit any breach of these Terms.

9.3. All Membership cards remain the property of the TPM and shall be revoked without compensation in the following circumstances:

9.3.1 If the Membership card is sold, loaned or given away without our prior written consent;

9.3.2 If any attempt is made to sell, loan or give away a Membership benefits without our prior written consent; or

9.3.3 The Membership card has been purchased through illegal methods (including, but not limited to, the use of fraudulent debit/credit cards).

## **10. Changes to membership category**

10.1. New Members cannot be added to an existing Membership.

10.2. You can upgrade from TPM Membership to TPM Patrons Scheme at any time during the Membership period. The TPM Patrons Scheme will be sold at full cost. As part of this scheme you will receive an annual membership for TPM, which will replace your existing membership product. We will charge the difference between the two rates.

10.3. When requesting changes to your current membership we may ask for your original Membership card(s) to be returned before presenting you with a new Membership card(s).

## **11. Gift membership**

11.1. Gift Membership Vouchers can only be redeemed against TPM Membership products up to the value of the membership voucher. We are unable to refund any value remaining on the voucher after redemption. You are able to upgrade your membership product, additional charges may apply.

11.2. Gift Membership Vouchers can only be redeemed with the Membership team online, by phone, or in person.

11.3. Gift Membership Vouchers are valid for 12 months from the date of issue which is stated on the front of the voucher and cannot be used after that period, however any Membership purchased during this period will then remain valid for a full 12 months from the date of issue.

11.4. If the Gift Membership Vouchers are lost, stolen or destroyed but not redeemed, a new copy of the voucher can be re-sent to the purchaser.

11.5. Gift Membership Vouchers cannot be refunded or exchanged for cash or other denominated vouchers including retail items.

11.6. If the Membership purchased is for a higher amount than the face value of the voucher(s), the difference can be made up with a debit/credit card payment. If the Membership purchased is for less than the face value, change cannot be given.

11.7. Gift Membership Vouchers cannot be used in conjunction with any special promotions, discount tokens, coupons or cards.

11.8. Gift Membership Vouchers bought online will be sent to the purchaser via email.

11.9. Subject to the provisions of clause 8, Gift Membership Vouchers are non-refundable once payment has been received by TPM.

## **12. General**

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

12.2. Carers of Members shall be admitted free of charge. Proof of entitlement to concessions may be requested upon entry.

## **13. Other important terms**

13.1. Nobody else other than the member and us are party to the agreement that is entered into upon these Terms and accordingly no other person shall have rights to enforce any of these Terms.

13.2. These Terms are governed by English law.