

Aberglasney Restoration Trust

Membership of Aberglasney Gardens

Terms and Conditions

Effective from 28th November 2018

1. These are the terms and conditions applicable to Members of Aberglasney Garden ('Terms'). In these Terms, 'you', 'your' or 'Member' refers to the Member of Aberglasney Gardens, and 'we', 'us' and 'the Trust' refers to Aberglasney Restoration Trust.

Types of membership

2. The Trust offers two types of membership:
 - a. Single membership, which can be held by one named Member only.
 - b. Double membership, which can either:
 - i. Be held by one named Member.
 - ii. Be held jointly by two named Members: 'Member 1' and 'Member 2'.
Member 1 should be the buyer of the membership. If payment is taken from a joint account, then Member 1 can be either joint account holder, subject to condition (5).
3. Each membership is identified by a unique membership number, which is referenced to by us in correspondence.
4. Any membership can be bought as gift using the Trust's specific gifted membership order form.

Gift Aid

5. If a double membership is held by two Members and Member 1 has opted to Gift Aid their payment, then Member 2 should be family of Member 1 so that Gift Aid rules are complied with.
6. The option to Gift Aid gifted memberships cannot be offered due to Gift Aid rules.

Membership cards and their use

7. Single memberships: The Member is issued with one membership card. The membership card is for the use of the Member only and is non-transferrable.
8. Double memberships in the name of one Member: The Member is issued with two membership cards. The membership cards are for the use of the Member only and are non-transferrable, except in accordance with condition (13).
9. Double memberships in the name of two Members: The Members are issued with two membership cards. Either membership card is for the use of either Member only and is non-transferrable, except in accordance with condition (14).
10. Proof of identity may be requested on presentation of your membership card.

Admission benefits for Members

11. A Member is entitled, upon presentation of a membership card linked to a valid membership, to free entry to Aberglasney Gardens during normal opening hours.
12. A Member who is unable to show a valid membership card on entry may be required to pay admission fees before they are admitted, which are non-refundable.

Additional admission benefit for Members with a double membership

13. Double memberships in the name of one Member: Provided that the two membership cards linked to a valid double membership are presented at the same time, the Member and a guest of the Member's choice are entitled to free entry to Aberglasney Gardens during normal opening hours.
14. Double memberships in the name of two Members: Provided that the two membership cards linked to a valid double membership are presented at the same time, one of the two Members and a guest of that Member's choice are entitled to free entry to Aberglasney Gardens during normal opening hours.

Other benefits for Members

15. Other benefits for Members:
 - a. 10% off products in the shop and tearooms, excluding the Aberglasney Gardens guidebook, postage stamps and gift vouchers.
 - b. A discount on tickets for selected events and workshops.
 - c. Printed newsletters, which are posted to the address provided by the Member.
 - d. Admission to the Trust's annual Winter Fair.
16. With the exception of the Trust's annual Winter Fair, being a Member does not entitle you to free entry at ticketed events, nor does it guarantee the availability of tickets to any such events.
17. We reserve the right to change other benefits without prior notice for any reason.

Lost, stolen or damaged membership cards

18. If you report that a membership card is lost, stolen or damaged, then a new uniquely barcoded membership card can be issued. The lost/stolen/damaged membership card will be unlinked from your membership and will no longer be valid should it be presented to gain free entry or other benefits.

Term

19. Membership is valid for 12 consecutive months. If you are unable to use your membership at any stage during this time refunds or extensions cannot be offered in any circumstances.

Membership application process

20. New memberships may take up to 28 days from receipt to process and membership materials (including membership card(s)) will be posted out to you by second class post. Once processed and posted, we will assume that you have received these membership materials. You will need to contact the Trust if you have not received them within 42 days of your application. We will not be able to grant a refund or extension if you fail to inform us of nonreceipt before this time.

Further conditions

21. We reserve the right to refuse the order of a new membership or the renewal of an expired membership; a refund will be issued if an order is refused.
22. We reserve the right, in our sole discretion, to refuse entry and/or membership and/or to revoke membership without refund if the Member behaves in a threatening or abusive manner towards any person at Aberglasney Gardens, or damages or threatens to damage any of the collections or property of the Trust or acts in a manner which in the Trust's sole opinion brings Aberglasney Gardens into disrepute.
23. We reserve the right to revoke your membership at any time, without financial compensation, if you commit any breach of these Terms.
24. We reserve the right to change these Terms at any time.
25. The validity, construction and performance of these Terms shall be governed by English law and we and you hereby submit to the exclusive jurisdiction of the English courts.

Contact information

Address: Aberglasney Restoration Trust, Aberglasney Gardens, Llangathen, CARMARTHEN, SA32 8QH

Tel: 01558 668998

Email: membership@aberglasney.org

Aberglasney Restoration Trust is a company registered in Wales (no. 2928618) and a registered charity (no. 1044279).