

# Aberglasney Restoration Trust

## Membership of Aberglasney Gardens

### Terms and Conditions

Effective from 01<sup>st</sup> April 2022

1. These are the terms and conditions applicable to Members of Aberglasney Gardens ('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. Individual membership, which can be held by one named Member only.
  - b. Joint 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 Joint 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. Individual 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. Joint memberships: The Member(s) are issued with two membership cards. The membership cards are for the use of the Member(s) only and are non-transferrable, except in accordance with condition (11).

### Admission benefits for Members

9. 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.
10. 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 Joint membership

11. Joint memberships: Provided that the two membership cards linked to a valid Joint membership are presented at the same time, any named Member and a guest of that Member's choice are entitled to free entry to Aberglasney Gardens during normal opening hours.

### **Other benefits for Members**

12. 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.
13. 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.
14. We reserve the right to change other benefits without prior notice for any reason.

### **Lost, stolen or damaged membership cards**

15. 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**

16. 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**

17. 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.

### **Data Protection**

18. All Members data is handled in accordance with the processes laid out in our Privacy policy document. A copy can be found on our website here:  
<https://aberglasney.org/membership/>

### **Further conditions**

19. 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.

20. 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.
21. We reserve the right to revoke your membership at any time, without financial compensation, if you commit any breach of these Terms.
22. We reserve the right to change these Terms at any time.
23. The validity, construction and performance of these Terms shall be governed by English and Welsh law and we and you hereby submit to the exclusive jurisdiction of the English courts.

### **Contact Details**

If you would like to contact the office you can do so via post, phone or email. Our contact information is as follow:

The Office  
Aberglasney Gardens  
Llangathen  
Carmarthen  
SA32 8QH

Phone: 01558 668 998

Email: [membership@aberglasney.org](mailto:membership@aberglasney.org)

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