

CHISWICK HOUSE & GARDENS TRUST

Terms and Conditions – Members of Chiswick House & Gardens Trust

1. These are the terms and conditions applicable to Members of Chiswick House and Gardens Trust ('Terms'). In these Terms, 'you/r' or 'the Member' refers to the Members of Chiswick House and Gardens Trust (or applicant for such status), and 'we' and 'us' refers to Chiswick House and Gardens Trust ('Chiswick House and Gardens').

Benefits of being a Member

2. As a Member you are entitled, upon presentation of a valid membership card, to:
 - a. Unlimited free entry to Chiswick House within seasonal opening hours, for you and a guest
 - b. A Member Events programme
 - c. 10% discount on full price items in our Shop, Cafe and Produce Cart
 - d. Regular updates on the Trust's work and the impact of your support as a Member
 - e. 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.
3. With the exception of entitlement to free entry to Chiswick House in accordance with paragraph 2 above, we reserve the right to change benefits without prior notice for any reason.

Term

4. Membership is valid for twelve 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

5. Memberships (new and renewing) may take up to 28 days from receipt to process and membership materials 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 Development Office 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 non- receipt before this time.

Membership cards

6. Membership cards and any associated Membership benefits are non-transferable and can only be used by the named member. Proof of identity may be requested on presentation of your Membership card at Chiswick House and Gardens.
7. Members who are unable to show a valid membership card on entry may be required to pay entrance fees before they are admitted, which are non-refundable.
8. Lost or stolen Membership cards will be replaced free of charge in the first instance. Subsequent requests for a replacement card will each carry a £5 administration charge (unless, in the event of theft, a police report is provided). In all cases, the minimum time taken for replacement cards to be dispatched is 2 working days.

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Changes in Membership category

9. If, during the first nine months of your current membership subscription, you wish to change to a different membership (e.g. from Member to Patron), the difference in price between the two categories will be payable.

Membership renewals

10. We will contact you approximately one month before your Membership is due for renewal, detailing the expiry date of your current membership and any further actions you may need to take in order to continue your subscription.
11. If your Membership subscriptions are paid by recurring payment, we will automatically renew your membership after 12 months and collect the monies for the coming subscription period unless you notify us that you do not wish to renew your membership by the date stated in your renewal letter.

Further conditions

12. 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 Chiswick House and Gardens, or damages or threatens to damage any of the collections or property of Chiswick House and Gardens Trust, or acts in a manner which in Chiswick House and Gardens' sole opinion brings Chiswick House and Gardens into disrepute.
13. We reserve the right to revoke your Membership at any time, without financial compensation, if you commit any breach of these Terms.
14. We reserve the right to change these Terms at any time.
15. 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

The Development Office is open five days a week from 9.30am to 5pm and the Membership team can be reached by telephone, email or letter. Details are shown below. Unless a prearranged appointment has been made, Members are not able to visit the Development Office.

Address: Chiswick House and Gardens Trust, Estate Office, Hogarth Lane, London W4 2QN

Tel: 020 3141 3350

Monday – Friday, 9.30am – 5pm

Email: membership@chgt.org.uk

Chiswick House & Gardens Trust is a registered charity number: 1109239