

Terms and Conditions

If you are buying a membership of the Wallace Collection Members for your own use or if you are making use of the Wallace Collection membership after it was bought for you by someone else, then **by your action you agree and accept that these membership Terms and Conditions apply between us**. Acceptance of your membership application will take place when the Wallace Collection notifies you that it has been accepted. This creates a valid and binding contract between you and the Wallace Collection.

The Wallace Collection will be referred to as "we" or "us".

Members means you and/ or any other members of the Wallace Collection Members scheme.

Membership benefits means the benefits set out in clause 1.

Members' card means the card or cards provided to you by the Wallace Collection confirming that you are a member.

Membership cardholder means the holder of a membership card (therefore in the case of Joint-Members will include each member). References to "you" "your" "yourself" in these membership Terms and Conditions generally refer to any person buying membership for their own use or to any person making use of membership that was bought for them by someone else. However, in conditions 3 below the references to "you" "your" "yourself" shall also refer to any person buying membership for someone else.

Membership fee means the money you have paid to the Wallace Collection to become a Member, such membership fees are set out on the Wallace Collection website.

Membership period means the date from which the Wallace Collection acknowledges your membership following receipt of your membership fee to the date on which your membership expires. This will usually be 12 months from the date that we acknowledge receipt of your membership fee. The term of your membership period is set out on your membership card.

Voucher means that you hold a balance that can be redeemed against a specific type of Membership and cannot be redeemed against any other products. You can redeem its value by entering its unique code at checkout. The voucher is valid for 12 months from the date of the purchase.

These membership Terms and Conditions constitute the entire agreement and understanding between you and us and supersede any previous agreement relating to membership.

You agree that in becoming a member you do not rely on, and shall have no remedy in respect of, any statement, representation or understanding other than as expressly set out in these membership Terms and Conditions.

Queries, comments and complaints

Our Development team will aim to respond to any query received within three working days. This may be an acknowledgement of receipt whilst further investigations are carried out. If you have any queries or complaints please contact our Development team:

Telephone:+44(0)20 7563 9522

Email: Members@wallacecollection.org

Post: Members of the Wallace Collection, Development Office, The Wallace Collection, Hertford House, Manchester Square, London, W1U 3BN

Office hours are Monday to Friday 09:00-17:00 (excluding public holidays).

1 Membership benefits

1.1 As Members of the Wallace you will receive a range of benefits. Members' packages generally include:

- 1.1.1 Introductory welcome pack including your membership card(s).
- 1.1.2 Regular e-newsletters and mailed communications including our Newsletter.
- 1.1.3 Concession rates and discounts as detailed on our website.

1.2 Visiting as a Member

- 1.2.1 Membership cards are non-transferrable and you might be asked for an ID.
- 1.2.2 We reserve the right to exclude certain events from Members' discount. Some activities and venues are subject to capacity limits and admission may be withheld/refused at any time.
- 1.2.3 Shop, cafe and restaurant discounts cannot be used in conjunction with any other special offers or discounts. Discounts are not applicable to additional memberships and gift memberships.
- 1.2.4 You must present your membership card on every visit to obtain the membership benefits. Any loss of membership card must be reported to the Wallace Collection immediately. The Wallace Collection reserves the right to make a reasonable charge for replacement membership cards.
- 1.2.5 You must not allow anyone else to use your membership card. Allowing someone else to use your membership card outside these Terms and Conditions may result in your membership being cancelled without notice. No refund for membership fees will be given under these circumstances.

1.3 Types of Membership

- 1.3.1 The Young-Member scheme is open to anyone aged 25 years old or under, by registering for the scheme you declare that you are aged 25 or under and we reserve the right to see an ID with your date of birth.
- 1.3.2 The Individual Membership admits yourself only.
- 1.3.3 The Plus Guest Membership admits you plus one guest.
- 1.3.4 Any third party providers of a benefit included in your membership package will have absolute discretion in relation to the provision of those benefits and their services are supplied on their own Terms and Conditions. We are not responsible for, and do not accept any liability for, loss or damage suffered as a result of a fault, error or omission in the provision of such services.

2 Your details

2.1 Any personal information that you provide to the Wallace Collection will be processed in accordance with all relevant legislation as set out in our Privacy Policy, which can be found at: <http://www.wallacecollection.org/privacy-and-cookies/>.

2.2 The Wallace Collection will use the information you provide to allocate you with your membership benefits. In particular, the Wallace Collection will contact you by email and post with information that will help you access these Members' benefits, for example, by providing advance notice of exhibitions or events, or special projects and offers. We will not send you correspondence you have not consented to receive from us.

2.3 You may opt out of receiving communications from the Wallace Collection (other than those directly related to the creation and maintenance of your membership account) at any time. If you do so, some aspects of your membership benefits may become harder to access; for example, you may not receive notification of events and exhibitions in sufficient time to exercise your right to reserve tickets. If you do not wish to receive communications from the Wallace Collection then please inform us by email at members@wallacecollection.org, or by calling +44 (0)20 7563 9522. You can also cancel such communications by using the unsubscribe link at the bottom of emails sent to you by the Wallace Collection.

3 Subscription fees and payment

3.1 All members will pay an annual membership fee. We reserve the right to amend the price of membership subscriptions. You will be informed of any change to subscription rates with your renewal letter.

3.2 Your membership is valid immediately from the day that your membership is acknowledged by the Wallace Collection and will usually be valid for 12 months. 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 clauses 3.4 or 3.5 below.

3.3 Upon expiry of your membership you will no longer be a member and you will no longer be entitled to receive any membership benefits.

3.4 Renewal by Direct Debit

3.4.1 When each membership period comes to an end, the Wallace Collection will send you a renewal reminder. If you do not wish to renew your membership you must inform the Wallace Collection at the earliest opportunity and preferably at least 15 days before the end of your membership period to prevent funds being debited from your account. If you do not inform the Wallace Collection, your membership will automatically renew at the end of each membership period.

3.4.2 If there are any changes to the amount, date or frequency of your Direct Debit, we will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If we request to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

3.4.3 If an error has been made in the payment of your Direct Debit by us or your bank/building society, you are entitled to a full and immediate refund of the amount erroneously paid from your

bank or building society. If you receive a refund in an amount you are not entitled to, you must pay it back when requested to do so by us.

3.4.4 You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. We would be grateful if you also notify us using the contact methods set out above.

3.4.5 The Direct Debit incentive discount entitle you to a one-off discount on the first year of your Direct Debit Membership of £5. After one year, the Membership will renew at the original Membership price, without the discount.

3.5 Renewal by cash, cheque and credit/debit card

3.5.1 If an error When each membership period comes to an end, we will send you a renewal reminder, and your membership will be cancelled unless and until a further membership fee payment is received from you. The credit/debit card information you provide us for a membership transaction will be used by us solely for the purpose of processing that membership transaction.

3.6 The Wallace Collection reserves the right in its sole discretion to refuse you or 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 visitors to the Wallace Collection, any member of the Wallace Collection staff or any directors, trustees, patrons, donors or other supporters of the Wallace Collection or you breach any of these Terms and Conditions.

3.7 Subject to any statutory right to cancel, your membership fee is non-refundable once payment has been received by the Wallace Collection.

3.8 Vouchers

3.8.1 A voucher can only be redeemed before its expiry date (within 12 months of the purchase date). Once the voucher is redeemed, the Membership will be valid from that day and will be valid for 12 months.

3.8.2 The voucher is only for the specified membership chosen and can only be redeemed against the membership selected. The voucher can only be redeemed once, and not for buying any further vouchers. Vouchers are non-refundable, not exchangeable and no cash alternative available

3.8.3 The term of membership is as defined in section one.

4 General

4.1 The failure of or delay by the Wallace Collection to exercise or enforce any right in these terms does not constitute a waiver of such rights.

4.2 Wallace Collection reserves the right to:

4.2.1 Make minor changes to these Terms and Conditions to reflect changes in relevant laws and to make minor technical adjustments and improvements, upon reasonable notice to you. These changes will not affect your membership benefits.

4.2.2 Make more significant changes to these Terms and Conditions, in its absolute discretion at any time, including by making changes to the membership benefits. In these circumstances, we will notify you of the proposed change and you may then contact us to cancel your membership.

4.3 If the Wallace Collection has to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your membership application.

Last updated 23/04/2025