

HASTINGS CONTEMPORARY MEMBERSHIP TERMS AND CONDITIONS

- Your Membership subscription is valid for one calendar year and starts from the date a Membership is created. Members are sent a reminder letter in the month before Membership is due for renewal.
- To access the gallery and receive the benefits of Membership, Members must present their card at the Hastings Contemporary Welcome Desk upon every visit.
- Membership fees are non-refundable.
- Membership cards are for the named card holder only and are non-transferable.
- Entry is permitted only when the gallery is open to the public.
- Each member is entitled to bring up to three guests to the café only. Visitors to the gallery may be asked to produce their receipt of admission at any time. Members who hold a Plus One Membership card are permitted to bring one guest free of charge to visit the exhibitions as well as three guests to the café.
- Membership discount in the café may not be used in conjunction with any other offer or during private events/hire.
- If an item purchased from the shop with Membership discount is returned the Membership card must be shown along with the receipt.
- Lost or misplaced Membership cards can be replaced at a cost of £1 per card. Valid ID must be presented.
- Hastings Contemporary uses email to give updates on gallery news and events as this is the quickest, most sustainable and cost-effective way of contacting our members.
- Hastings Contemporary retains the right to amend or revoke any Membership benefit at any time.
- Hastings Contemporary abides by the Data Protection Act and will not pass your information on to third parties.
- All Membership information held by Hastings Contemporary is stored in compliance with GDPR.
- Joint membership applies to any two individuals living at the same address.
- If a membership is purchased by cash or card on the day of a visit, Hastings Contemporary will refund the Member's admission cost for that day. Hastings Contemporary will not refund admission costs if a Membership is purchased by cheque or direct debit.

CONCESSIONARY MEMBERSHIP

- Concessionary Membership applies to: seniors (60+), students, registered disabled, and unemployed people.
- Local Membership applies to Hastings Borough residents.
- ID proving concessionary or local status must be provided before Membership can be issued.
- On renewal, up to date proof of concessionary status must be provided (with the exception of seniors).
- Appropriate ID for concessionary Membership is as follows: seniors – proof of age, such as a bus pass, passport, driving licence or birth certificate; students – college or university ID card or letter from a relevant educational institution; registered disabled – proof of receipt of disability benefit(s) or a blue badge; local residents – proof of residency such a council tax bill, utilities bill or driving licence; unemployed – proof a receipt of out of work benefit(s).

DIRECT DEBIT

- Hastings Contemporary uses a secure external direct debit provider called GoCardless.
- Upon a customer's request, Hastings Contemporary will create a Membership payment plan by submitting the customer's email address to GoCardless.
- GoCardless will email the customer with a 'sign up to membership' link.

- The customer should click on this link and submit their payment details.
- GoCardless will notify the customer by email of the date their first payment will be taken.
- Once their first payment has been received their membership is active and they will be sent a membership pack in the post.
- If a Member does not submit their details to GoCardless, Membership to Hastings Contemporary is invalid.
- Hastings Contemporary will cancel any request to set up a direct debit if a customer does not submit their details after 30 days.
- GoCardless will give notification of collection of payment 3 working days prior to collection for any future payments.
- If a Member's payment details change this must be updated on GoCardless. Please contact membership@hastingscontemporary.org to amend payment details.
- Hastings Contemporary are unable to refund GoCardless payment unless the payment has been taken in error.
- **Hastings Contemporary is unable to offer the benefits of Membership until payment is received.**

THE DIRECT DEBIT GUARANTEE

- Banks and building societies may not accept Direct Debits for some types of accounts.
- This guarantee is offered by all banks and building societies that accept instructions to pay direct debits.
- If there are any changes to the amount, date or frequency of your direct debit, Hastings Contemporary will notify you ten working days in advance of your account being debited or as otherwise agreed.
- If you request Hastings Contemporary to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your direct debit, by GoCardless, Hastings Contemporary, bank/building society, you are entitled to a full and immediate refund of the amount paid from your bank/building society. If you receive a refund you are not entitled to, you must pay it back to Hastings Contemporary.
- You can cancel a direct debit at any time by simply contacting your bank or building society. Written confirmation may be required. You may also cancel a direct debit by contacting the Hastings Contemporary on membership@hastingscontemporary.org.