

## HASTINGS CONTEMPORARY MEMBERSHIP TERMS AND CONDITIONS

- Membership subscriptions are valid for one calendar year and start from the date a membership is created.
- To access the gallery and receive the benefits of membership, members must present their card at the Hastings Contemporary Welcome Desk upon every visit.
- Entry is permitted only when the gallery is open to the public.
- Membership fees are non-refundable.
- Membership cards are for the named card holder only and are not transferable.
- Joint membership applies to any two individuals living at the same address.
- Membership discount in the restaurant may be used when the exhibition spaces are open and 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 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. Please note that if you unsubscribe from Hastings Contemporary emails you may not receive information about your membership.
- 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.
- Members should notify Hastings Contemporary of any changes of contact details by emailing [membership@hastingscontemporary.org](mailto:membership@hastingscontemporary.org)
- If a membership is purchased using cash or card on the day of a visit, Hastings Contemporary will refund the new member's admission cost for that day. Admission cost cannot be refunded if a membership is purchased by cheque or direct debit.
- Hastings Contemporary retains the right to amend or revoke any membership benefit at any time.

## CONCESSIONARY MEMBERSHIP

- Concessionary Membership applies to seniors (60+), students, registered disabled, and unemployed people.
- Local Membership applies to Hastings Borough residents (postcodes TN34, TN35, TN37 and TN38).
- ID showing concessionary or local status must be provided before concessionary membership can be issued. Upon renewal, up-to-date proof of concessionary status must be provided (except for 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 people – proof of receipt of disability benefit(s) or a blue badge;
  - local residents – proof of residency such as a council tax bill, utilities bill or driving licence;
  - unemployed people – proof of receipt of out of work benefit(s).

## DIRECT DEBIT & GOCARDLESS

- 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. This can also be done directly by the customer online via [hastingscontemporary.org](https://hastingscontemporary.org)
- 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 payment is received, membership becomes active and Hastings Contemporary will send the new member a membership card by post.
- Where customer details have not been submitted after 30 days of a direct debit request, the request will be cancelled.
- Membership is not valid and Hastings Contemporary cannot offer membership benefits until payment is received by Hastings Contemporary.
- Hastings Contemporary direct debit payments are annual. **GoCardless notifies members three working days before payment collection.**
- Please note that if you unsubscribe from Hastings Contemporary emails you may not receive information and updates about your direct debit and/or membership.
- Hastings Contemporary cannot refund GoCardless payments unless the payment has been taken in error.

## 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, or your 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 Hastings Contemporary via [membership@hastingscontemporary.org](mailto:membership@hastingscontemporary.org).