

## HASTINGS CONTEMPORARY MEMBERSHIP TERMS & CONDITIONS

- Gallery membership is valid for one calendar year from payment.
- Membership cards must be presented at the desk on every visit.
- Membership fees are non-refundable.
- Membership cards are not transferable.
- Joint membership may be taken out by any two people living at the same address. If one joint member is entitled to a concession, this will apply to the whole membership.
- Plus One membership is the only membership type which allows members to bring a guest to the exhibitions.
- Up to four children aged 17 and under may visit free of charge with a member or an adult visitor.
- Membership discount in the café may not be used during private events/hire, unless otherwise advertised.
- Membership benefits may occasionally vary or change and Hastings Contemporary retains the right to amend or revoke any membership benefit at any time for any reason.
- Hastings Contemporary reserves the right to charge £1 to replace lost membership cards. Please bring valid ID if you need a replacement card.
- Hastings Contemporary contacts members via email. **Please note that if you unsubscribe from Hastings Contemporary emails, you may not receive information about your membership.** If you are not receiving communications from Hastings Contemporary and you would like to, or if your contact details have changed, contact [membership@hastingscontemporary.org](mailto:membership@hastingscontemporary.org)
- 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.

## CONCESSIONARY MEMBERSHIP

- Concessionary Membership applies to seniors (60+), students, registered disabled, and unemployed people.
- Disabled people may bring a friend or carer with them free of charge when visiting the gallery.
- Local Membership applies to Hastings Borough residents (postcodes TN34, TN35, TN37 and TN38).
- ID showing concessionary or local status must be provided. Up-to-date proof of concessionary status should be provided on renewal, 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;
  - unemployed people – proof of receipt of out of work benefit(s).
  - local residents – proof of address such as a council tax bill, utilities bill or driving licence.

## DIRECT DEBIT

- If you have not submitted your details to GoCardless 7 days after a direct debit request, the request will be cancelled.
- Membership is not valid and no member benefits can be offered until direct debit payment has been received by Hastings Contemporary.
- **Hastings Contemporary direct debit payments are recurring annual payments taken on or around the same date each year.**
- Hastings Contemporary cannot refund GoCardless direct debit payments unless payment has been taken in error, or in exceptional circumstances at the discretion of the Audience Development Manager.

## 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).

Please address all queries, comments or complaints about Hastings Contemporary membership to [membership@hastingscontemporary.org](mailto:membership@hastingscontemporary.org)