

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 purchased by any two people living at the same address.
- Plus One membership is the only membership type which allows members to bring a guest to the exhibitions.
- Up to four children aged 18 and under may visit free of charge with a member or an adult visitor.
- Membership discount in the café applies to food and non-alcoholic drinks, Wednesday-Sunday and bank holidays during gallery opening hours, and may not be used outside these hours or during private events/hire, unless otherwise advertised.
- Membership discount in the shop applies whenever the shop is open, and to the vast majority of retail items. It does not apply to original artworks or limited edition prints 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. ID may be requested.
- 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 and would like to, or if your contact details have changed, contact 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. You may withdraw your consent to receiving communications, ask to see your personal data, or ask that it be permanently deleted.
- **It is the member's responsibility to ensure that** any changes to contact details, membership type eligibility or Gift Aid status are communicated to the Audience Development Manager or the Front of House team in a timely manner.

LOCAL MEMBERSHIP

- Local Membership applies to Hastings Borough and Rother District Council residents.
- ID showing local status, such as a council tax bill, utilities bill or driving licence, must be provided if requested.

GIFT MEMBERSHIP

- Gift Local Membership applies when the purchaser or the member is a resident of Hastings Borough or Rother District Council.
- It is the purchaser's responsibility to ensure that **purchaser and member's details are provided in full and are correct.**
- Gift Aid does not apply to Gift Memberships.

DIRECT DEBIT

- **The first year's membership must be paid** up front by cash, card or cheque. Payment will trigger an email with a link allowing you to set up an annual direct debit and the first payment will be taken on or around the membership renewal date.
- Hastings Contemporary direct debit payments are recurring annual payments taken on or around the same date each year.
- Hastings Contemporary reserves the right not to refund 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.

Please address all queries and comments about Hastings Contemporary membership to membership@hastingscontemporary.org