

## MEMBERSHIP TERMS AND CONDITIONS CHURCH GARDENS, HAREFIELD

These are the terms and conditions applicable to members of Church Gardens, Harefield. In these Terms, 'you/r', 'the member' refers to the named member (cardholder) of Church Gardens, Harefield (or applicant for such status), and 'we' and 'us' refers to Church Gardens, Harefield.

By purchasing a membership you agree to adhere to these Terms.

### 1. Your membership benefits

1.1 As a member of Church Gardens, you are entitled, upon presentation of a valid membership card, to the following benefits:

a) Free entry to Church Gardens for the named member(s) on Sundays during Public Opening Hours and at Bank Holiday Monday Open Day Events.

1.2 Church Gardens may, from time to time, review the range of benefits on offer to you and reserves the right to change/alter membership benefits and entry rights. We will communicate these changes to our members in advance via our member communications.

### 2. How to apply for membership

2.1 You can purchase a membership in the Gardens, online at [www.churchgardens.co.uk](http://www.churchgardens.co.uk), or by contacting the Church Gardens on 01895 823539. Once you have purchased your membership, your membership card(s) will be available to collect from the garden on your next visit. You may be asked to bring confirmation of your purchase.

### 3. Membership term, renewal, and termination

3.1 Your membership is valid for an initial term of 12 months from the date of purchase. We will write to you before your membership is due to expire, detailing the expiry date of your current membership and the following terms apply regarding renewal of your membership:

3.1.1 If your membership is paid by credit/debit card or Paypal we will automatically renew your membership by another term of 12 months and collect the money for the new term unless you notify us that you do not wish to renew your membership either via email at [churchgardensharefield@gmail.com](mailto:churchgardensharefield@gmail.com), by phone on 01895 823539 or in writing to Church Gardens, Church Hill, Harefield, UB9 6DU.

3.2 Once your membership has been renewed and payment has been collected, you will not be eligible to receive a refund on your membership, unless the payment was taken in error.

3.3 If you move address, it is your responsibility to contact us to update your address. If we are not updated on your new address and we write to your old address to notify of your membership renewal, this is not our error. If your renewal fee is collected in this instance, you are not eligible for a refund.

### 4. Your membership cards

4.1 Membership cards are issued to all named adult members. Membership cards are not issued to children.

4.2 Membership cards and associated benefits are strictly non-transferable and can only be used by the named member.

4.3 Members who are unable to show a valid membership card on entry may be required to purchase a ticket for entry to the Gardens, which is non-refundable.

4.4 Lost or stolen membership cards will be replaced free of charge in the first instance.

4.5 We reserve the right to charge an administration fee for subsequent requests for replacement cards.

4.6 Replacement membership cards will be available to collect from the garden.

## 5. Your right to cancel – new memberships

5.1 If you purchase your membership online at [www.churchgardens.co.uk](http://www.churchgardens.co.uk) or over the phone, you have the right to cancel your membership order and receive a full refund without giving a reason within 14 days of the date you purchased the membership. To cancel your membership, you must contact us either via email at [churchgardensharefield@gmail.com](mailto:churchgardensharefield@gmail.com), by phone on 01895 823539 or in writing to Church Gardens, Church Hill, Harefield, UB9 6DU.

5.2 Cancellation can only be honoured if membership cards are returned unused.

5.3 To meet the cancellation deadline, you will need to send notice of your intention to cancel within 14 days of the date you purchased the membership.

5.4 If a membership is bought onsite at Church Gardens, you do not have the right to cancel your membership.

5.5 Other than in the circumstances described above, your annual membership is non-refundable. If you choose to cancel your membership part way through the year of your membership, no part refund is available.

## 6. Changes in membership category

6.1 If you wish to change your membership category, you must pay the difference in price between the two categories. You will pay the full difference; this will not be pro-rated.

6.2 If you would like to change your membership category to a category which costs less, no refund will be due.

## 7. Members' events

7.1 Members are occasionally entitled to benefits (i.e.: discounts or priority booking) for a number of Church Gardens Events. These benefits are subject to change and will vary according to the specific Church Gardens Event.

## 8. Rejection or termination of membership

8.1 Church Gardens reserves the right to terminate membership without refunding the membership fee or a portion thereof in the following circumstances:

- On notification of the death of a member;
- On receipt of a written or verbal notification to cancel by the member;
- If payment of the membership has not been received within 14 days of the due date; or
- By discretion of the Owners of Church Gardens if an individual's conduct is deemed to be inappropriate.

8.2 Inappropriate conduct includes but is not restricted to:

- Continued breach of Membership Terms & Conditions
- Giving your membership card to someone other than the person named on that card for them to gain the benefits of membership;
- Threatening or abusive behaviour towards any person(s) at Church Gardens, Harefield;
  - Theft of, as well as damaging or threatening to damage any of the property of the Church Gardens Harefield

## 9. Keeping in touch – how we will communicate with you

9.1 We will contact you by email, post, and phone in relation to your membership administration. In addition, as part of your membership benefits, you will receive information

(via post or email) about how to optimise your membership such as booking priority tickets for events and special offers available to members when visiting the gardens.

9.2 If you have opted in to receive our newsletter we will also contact you with other information about Church Gardens, including offers and benefits that we think you may be interested in and how you can support our work.

9.3 You can update your communication preferences at any time or unsubscribe from postal mail or emails by following the instructions in the communications that you have received (e.g.: email or post).

#### 10. Further conditions

10.1 Member entry to the gardens is valid during normal opening hours and is subject to the usual conditions of entry.

10.2 We reserve the right to change these Terms & Conditions at any time. We will communicate these changes and the date when they will come into force to you in advance.

If you have any questions about membership or these Terms & Conditions, please contact us by phone on 01895 823539 or email [churchgardensharefield@gmail.com](mailto:churchgardensharefield@gmail.com)