

YMT Card Terms and Conditions

Definitions

- YMT Card Holder: The individual in whose name the YMT Card is purchased.
- YMT: 'York Museums Trust', or 'The Trust'.
- YMT Card: The card that is given/sent to you at time of purchase. It is proof of membership.
- Expiry Date: The date on which your YMT Card expires. This will be 12 consecutive months from date of joining or renewing.
- YMT Attractions/Sites: York Art Gallery, Yorkshire Museum & Gardens, York Castle Museum and York St. Mary's.

Benefits

- If you join at admissions, you will be given your YMT Card and Welcome Book immediately.
- If you join online, by post or phone then your YMT Card, a Welcome Book and a letter confirming your membership start date, will be sent within five working days of processing your application.
- Your YMT Card is valid for 12 consecutive months from date of purchase or renewal.
- You must show a valid YMT Card at admissions, in the shops and in the cafés to redeem your benefits.
- Your YMT Card entitles you to free admission to York Castle Museum, Yorkshire Museum and Gardens and York Art Gallery during normal opening hours. The Museums and Gallery are open every day apart from the 25th and 26th of December, and close early on Christmas Eve and New Year's Eve. Please always check opening hours prior to visiting.
- Your YMT Card entitles you to a 10% discount on most purchases in the shops at all sites and in the cafés at York Castle Museum and York Art Gallery.
- Your YMT Card does not entitle you to free admission to any charging events or exhibitions.
- A YMT Card has no cash value and cannot be used in conjunction with any other offer.

Non-Transferable

- Your YMT Card is only valid for the individual named on the card.
- It is non-transferable.
- The YMT Card remains the property of YMT at all times.
- YMT reserves the right to withdraw benefits if it believes the card is being used by someone other than the named member.

Data, Marketing and Data Protection

- To purchase a YMT Card, in addition to a valid form of payment, you need to supply your name and address, and be willing to have your photograph taken. This photograph is used purely for security in the event of your card being lost or stolen.
- The provision of an email address, telephone number and date of birth is not compulsory. However, without an email address you will not receive any newsletters, advance copies of events programmes or preview invitations.
- We will only contact you with details of events, activities and offers run by YMT or matters relating to your membership.
- YMT complies with the Data Protection Act 1998 and is registered with the Information Commissioner.
- YMT will never supply your personal data to any other organisations for marketing.
- A YMT Card Data Protection Statement is available to view on the YMT Card page of the website

Lost or Stolen Cards

- We will replace your first lost card free of charge. Subsequent losses may be charged at £5.00 per card unless there is proof of theft, such as a police report or crime number.

Cancelling your Membership

Onsite Purchases

- Your YMT Card is non-refundable.

Distance Sales

- If you purchased your YMT Card via the post, internet or telephone, you have the right to cancel within 14 days from your membership/contract start date without giving any reason. To exercise this right to cancel you must inform the YMT Card Holders' Office (details below) of your decision to cancel the contact by a clear statement (letter or email) before the cancellation period ends.

YMT Card Holders' Office
York Castle Museum
The Eye of York
York
YO1 9RY
Tel: 01904 650345
Email: ymtcard@ymt.org.uk

- Please note that if you use your YMT Card/benefits at any YMT site within the cancellation period, you are making an express request for YMT to begin supplying the membership services. If you subsequently exercise your right to

cancel your contract within the cancellation period, you shall be responsible for paying YMT the cost of the services provided from the start of the contract. If this is less than the membership fee paid, we will deduct it from your refund.

- We will make reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel this contract. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

Behaviour

YMT reserves the right to refuse entry and revoke membership without a refund if a member:

- Uses threatening, inappropriate or abusive behaviour to staff or customers whilst on YMT premises.
- Damages or threatens to damage any YMT property.
- Is trying to gain access using a counterfeit card.
- Is believed to be loaning/giving their YMT Card to a third party to enable them to gain free admission to YMT attractions.

Other

YMT reserves the right to:

- Refuse YMT Card applications and refuse entry.
- Change or stop any and all promotions or discounts at any time without any notice.
- Close an attraction at any time, without prior notice. Being in possession of a valid membership card does not guarantee access.
- Vary or change these terms and conditions at any time.