

YMT Card Terms and Conditions

Definitions

YMT: York Museums Trust

YMT Card: The card that is given/sent to you at time of purchase. It is proof of membership.

YMT Attractions: York Art Gallery, Yorkshire Museum & Gardens, York Castle Museum

Benefits

- You must show a valid YMT Card at admissions and in the shops to redeem your benefits.
- Your YMT Card entitles you to free admission to YMT attractions during normal opening hours (as advertised) for 12 consecutive months from the date of joining or renewal. Please always check the opening hours prior to visiting.
- Your YMT Card entitles you to a 10% discount on most purchases in YMT shops.
- 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.
- You will only receive the members' e-newsletter, containing advance copies of our event programmes, if you have provided YMT with your email address and consented to receiving email from us.

Restrictions

- YMT Cards are strictly non-transferable and only valid for the individual named on the card.
- 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 Protection

- YMT complies with the Data Protection Act 2018 and is registered with the Information Commissioner. You can view our Privacy Policy online at www.yorkmuseumstrust.org.uk or by contacting the Membership Office.

Lost or Stolen Cards

YMT 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.

Canceling your Membership

Onsite purchases are non-refundable.

If you purchased your YMT Card via telephone or email, you have the right to cancel within 14 days from your membership start date without giving any reason. To exercise this right to cancel you must inform the Membership Office of your decision to cancel the contact by letter or email before the cancellation period ends.

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:

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

YMT Membership Office, York Castle Museum, The Eye of York, YO1 9RY
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