

We hope you are staying safe and well in these challenging times?

In line with the government covid-19 recommendations, it is with great sadness that we had to close the doors on the 17th March to all our museums.

As a charity who survives through income from our visitors, closing our doors for an indefinite period will have a very significant negative impact on our sustainability. 70% of our income comes from ticket and membership sales and as a member, your ongoing support is crucial for our survival.

We hope the following will help any queries that you have in regards to your membership:

**Q. What happens to my membership whilst York Castle Museum, York Art Gallery and the Yorkshire Museum are closed?**

**A.** We miss you and greatly appreciate your continued support.

We understand that you haven't been able to make the most of your YMT Card while we have been closed. However, we are appealing to all of our members that in the absence of us receiving any income at all during this period, you continue to support us by pledging the full value of your membership to us. By doing so, you will be making a donation which will help to ensure we are able to reopen.

However, we fully understand that some members may not wish to do this, in which case we will be able to extend memberships for a period of 3 months. If a member wishes to choose this option they will need to contact a member of our Fundraising and Membership Team on Tel: **(07730) 642908** or by email [ymtcard@ymt.org.uk](mailto:ymtcard@ymt.org.uk).

**Q. Is York Museums Trust offering payment holidays to their members whose membership is due for renewal?**

**A.** As a charity who survives through income from our visitors, we are asking members to show their continued support by renewing their membership as normal, despite our museums being closed. By doing so, you will be helping to ensure that we are able to reopen.

For those members who wish to defer the payment of their renewal until we are in a position to reopen, we are offering the option of a payment holiday. Details of this option will be sent out in all renewal letters or emails. To renew or discuss the option of a payment break, members can contact a member of the Membership and Fundraising team on **(07730) 642908**.

**Q. How can members stay up to date with the latest news and announcements from York Museums Trust?**

**A.** This is a rapidly changing situation but we will use our website, social media and e-newsletters to update you on any developments which may affect the cultural assets in our care.

**Q. How members are able to access our collections from their homes?**

**A.** We aim to share our fabulous collections online to bring a little bit of brightness to you in these uncertain times. Now may be a good time to look at the opportunities to engage online with us and explore the wealth of collections available via our website. Please visit <https://www.yorkmuseumstrust.org.uk/museums-from-home/> to find out more.

**Q. How members can support York Museums Trust further?**

**A.** Working together with audiences and communities, York Museums Trust aims to inspire, share and care for York's fantastic cultural heritage. Your support is critical for our survival.

All donations will help ensure that we can continue to share the wonderful collections, gardens, buildings and stories in our care for generations to come.

If you are able to support, please donate at <https://beta.yorkmuseumstrust.org.uk/support-us/donate>