

My Wentworth- Terms & Conditions

These are the terms and conditions on which we sell My Wentworth membership. Please read these Terms and Conditions carefully before you purchase membership from us as they tell you who we are and on what basis you are purchasing the membership.

If you think there is a mistake in these terms and conditions, or if anything in these terms is unclear, then please contact Info Mailbox Info@wentworthwoodhouse.org.uk

1. These Terms

These terms and conditions (Terms) apply to any purchase of the My Wentworth membership which entitles the holder of the membership to certain benefits for a period of 12 months from the date of purchase.

2. Information about us

By purchasing My Wentworth you are entering into an agreement with Wentworth Woodhouse Preservation Trust **Registered**

Address: ^[1]Wentworth Woodhouse, Wentworth, Rotherham, S62 7TQ

on these Terms. Our registered VAT number is . 257 7527 68

3. General

3.1 A Friends membership card can only be used for admission by the person or people whose name(s) appear on the card.

3.2 Any lost, stolen and/or damaged membership cards should immediately be reported to Info@wentworthwoodhouse.org.uk . Cards will be reissued subject to payment of a £5 charge.

3.3 If you purchase a My Wentworth membership on the day of a visit, the cost of your admission ticket will be deducted from the price of your My Wentworth membership. To qualify for your admission ticket refund, you must purchase your My Wentworth membership at the front ticket desk before 4pm on the day of your visit.

3.4 All My Wentworth membership cards will remain the property of Wentworth Woodhouse.

3.5 During your visit you must retain your My Wentworth membership card for production on demand by one of our representatives.

3.6 My Wentworth membership cards are only valid for entry when the house and grounds are open to the public, and are not valid for entry as part of a group or school visit, or as part of any other promotion or event.

3.7 Membership is valid for 12 months from the date of purchase. Access is only when the house and gardens are open to the public.

3.8 Wentworth Woodhouse reserves the right to amend opening dates and times without prior notice.

3.9 Wentworth Woodhouse can cancel, withdraw or alter any or all discounts and/or benefits involved with the scheme, and these Terms at our absolute discretion at any time and without prior notice.

3.10 We reserve the right to revoke cards which are being used fraudulently or in the case of My Wentworth members abusing Wentworth Woodhouse staff, visitors or processes.

3.12 We reserve the right, without liability to you, to refuse to allow you entry to Wentworth Woodhouse and/or to escort you from the premises if you, in our judgment, breach any of these Terms.

5. Benefits

5.1 Please see our website for details of all the current benefits available to My Wentworth members to receive the 10% discount offered in the shop and café you must be able to show photo ID along with your My Wentworth card.

6. Payments

6.1 Monthly direct debit payments will be taken every month for 12 months.

6.2 Direct debit payments will be taken a month after your sign and every month thereafter.

6.3 If you are paying by cash or credit/debit card at the ticket desk, your My Wentworth membership is valid immediately from the day of joining and you will be issued with your Welcome letter and card on the day.

6.4 If you are paying by cash or credit/debit card via telephone or online, we will notify you of your membership number. Your My Wentworth membership is valid immediately from the day of joining; your joining letter will be available to collect from our front desk after 5 working days.

7. Renewal

7.1 We will send you a renewal reminder one month before your membership is due to expire.

7.2 If you pay for your membership by direct debit, and you do not wish to renew your membership, you must inform Wentworth Woodhouse at the earliest opportunity and in any event at least 10 days before the end of your membership. If you do not inform us of your desire not to renew your membership, your membership will automatically be renewed.

7.3 If you paid for your membership by cash or credit/debit card you must renew your membership over the phone or in person. Your membership will be cancelled unless you renew it.

8. Data

8.1 During your time as a My Wentworth Member we will collect information about you in a variety of ways including, but not limited to:

8.2.1 when you join My Wentworth;

8.2.2 each time you use your My Wentworth membership card(s) to visit; and

8.3 You agree that personal details provided to Wentworth Woodhouse may be used for administrative purposes to fulfil your membership rights and provide membership services to you.

8.4 You are responsible for informing us of changes to your personal details, including your postal and email address.

8.5 Save as provided for above, we will never sell, rent or exchange your details with any other organisation.

8.6 You may opt-out of communications from us, although they form part of your My Wentworth benefits. If you wish to opt-out of communications from My Wentworth please inform us via Info@wentworthwoodhouse.org.uk. You can also unsubscribe from My Wentworth emails by contacting Info@wentworthwoodhouse.org.uk.

8.7 We will only process your personal data in accordance with the provisions of the Data Protection Act 1998 (as amended or superseded from time to time).

9 Our responsibility for loss or damage suffered by you

9.1 We are responsible for loss or damage you suffer that is a foreseeable result of our failure to (i) comply with these Terms or (ii) use reasonable care and skill. This includes liability for: death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; fraud or fraudulent misrepresentation; and breach of your legal rights in relation to your membership.

9.2 We are not liable for business losses. We only supply memberships for private use. If you use the membership for any commercial, business or re-sale purpose we will not be liable to you for any loss of business, loss of revenue, loss of profits or loss of business opportunity.

10. Your Right to cancel – for online and phone purchases only

10.1 As a consumer, if you purchase your membership online or over the phone, you have a legal right to cancel the contract formed between us (and receive a refund of the fees paid) if you change your mind or decide for any other reason that you do not want to use the membership.

10.2 Your legal right to cancel the contract starts from the date on which we confirm that your application for membership has been accepted, which is when the contract between us is formed. Your deadline for cancelling the contract is 14 days after the day on which this contract was formed.

10.3 To cancel a contract for My Wentworth membership, you must contact us via email at Info@wentworthwoodhouse.org.uk or by writing to Wentworth Woodhouse, Rotherham, S62 7TQ. You may use the model cancellation form set out in Annex 1 but you do not have to.

10.4 To meet the cancellation deadline, it is enough for you to send

your communication concerning the exercise of the right to cancel before the cancellation period has expired. We will email you to confirm we have received your cancellation.

10.5 Please note: if you cancel the contract in accordance with these Terms we are permitted by law to charge you for the period of time (if any) that the membership was used up to the date on which we were notified of your decision to cancel the contract and so we shall be entitled to charge you the ordinary adult day price for each day that you (and any other person) attended Wentworth Woodhouse using the membership prior to cancellation.

10.6 If we have already received payment at the point we are notified of your cancellation we will refund you the price you paid for the membership, less any deductions made in accordance with clause 10.5. We will make any refund due as soon as possible.

10.7 If we have not received payment at the point we are notified of your cancellation we shall invoice you for any money owed.

10.8 Other than as set out in this clause 10, My Wentworth memberships are non-refundable and non-transferable.

11. Questions and complaints

11.1 If you have any questions or complaints about your membership please contact us by telephoning 01226 351161 or by writing to us at Info@wentworthwoodhouse.org.uk or Memberships, Wentworth Woodhouse, Rotherham, S62 7TQ.

12. Other important terms

12.1 Nobody else other than you and us are party to the agreement that is entered into upon these Terms and accordingly no other person shall have rights to enforce any of these Terms.

12.2 Each paragraph of these Terms operates separately. If any court or relevant authority decides that any of these Terms are unlawful, the remaining paragraphs will remain in full force and effect to the extent applicable (and construed accordingly).

Annex 1: Model Cancellation Form

To Memberships, Wentworth Woodhouse , Rotherham S62 7TQ

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract for My Wentworth membership card.

Ordered on [*]/received on [*],
Name of consumer(s),
Address of consumer(s),
Signature of consumer(s) (only if this form is notified on paper),
Date

[*] Delete as appropriate