



Grant Museum Terms and Conditions of Membership

1 Purpose

These Terms set out the rights and obligations of Members and UCL in relation to the Grant Museum Membership.

2 Interpretation

2.1 The definitions and rules of interpretation in this clause apply in these Terms.

Applicant: a person who has applied for or is in the process of completing an application for Membership

Grant Museum: means the Grant Museum, Rockefeller Building, University College London, 21 University Street, London WC1E 6DE operated and managed by UCL Culture, a department of UCL also referred to as We or Us.

Member: means a member of the Grant Museum also referred to as You.

Membership: means membership of the Grant Museum, operated and managed by UCL Culture, a department of UCL.

Membership Fee: the fees which are paid to the Grant Museum in order to be a Member in accordance with clause 6.

UCL: means University College London.

Terms: means these terms and conditions of Membership.

Website/Web Page: means <https://www.ucl.ac.uk/culture/grant-museum-zoology/membership>

2.2 Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.

2.3 Unless the context otherwise requires, a reference to one gender shall include a reference to the other genders.

2.4 A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time.

2.5 A reference to writing or written includes emails sent to museums@ucl.ac.uk

2.6 A reference to these Terms or to any other agreement or document is a reference to these Terms or such other agreement or document as varied or novated from time to time.

3 Eligibility for Membership

3.1 To be eligible for Membership, an Applicant must:

3.1.1 complete an application on our Web Page or apply in person to Our staff at the Grant Museum;

- 3.1.2 adhere to these Terms;
- 3.1.3 adhere to the UCL Visitor Code of Conduct:
<https://www.ucl.ac.uk/cam/sites/cam/files/ucl-visitor-code-of-conduct.pdf>
- 3.1.4 pay the Membership Fee;
- 3.2 We may check an Applicant's eligibility for Membership and an Applicant may be required to provide evidence they meet the requirements set out above. We will not accept an application from an Applicant if suitable evidence of eligibility is not provided which includes satisfactory responses to all matters set out in the application form.
- 3.3 Neither completing an application form or meeting any other eligibility criteria set out above gives an Applicant a right to Membership. Approval of any application for Membership is entirely at Our discretion.
- 3.4 By submitting an application for Membership the Applicant confirms they have read and understood and agrees to keep to these Terms and the Applicant confirms that We should provide the Membership benefits within the 14 day cancellation period.
- 3.5 If We accept an Applicant's application and the Applicant pays the Membership Fee, the Applicant will become a Member and We will permit the Member access to the Member benefits.

4 Membership benefits

- 4.1 The Grant Museum will provide Members with a range of benefits at Our discretion in accordance with clause 4.3.
- 4.2 We will provide Members with benefits such as:
 - 4.2.1 an introductory welcome pack delivered to You by email;
 - 4.2.2 the opportunity to attend events held at the Grant Museum, subject to availability and the cost of attendance may be in addition the Membership Fee; and
 - 4.2.3 regular e-newsletters and other communications.
- 4.3 We reserve the right to add to, alter, suspend or withdraw the Membership benefits at any time and without prior notice but where possible, We will give reasonable notice to Members by publishing details on our website and in Our e-newsletter and other communications.

5 Refusal or Cancellation of Membership

- 5.1 We reserve the right to refuse any application for Membership.
- 5.2 We also reserve the right to suspend, or cancel, your Membership if You :
 - 5.2.1 are found to be in breach of these Terms;
 - 5.2.2 fail to pay the Membership Fee by the required payment date;

5.2.3 do not comply with the UCL Visitor Code of Conduct;

5.3 The Grant Museum has the right to impose sanctions on Members as outlined in the UCL Visitor Code of Conduct if the Member does not comply with the UCL Visitor Code of Conduct.

6 **Membership Fee information**

6.1 Members shall pay the Membership Fee annually, as set on the Web Page: <https://www.ucl.ac.uk/culture/grant-museum-zoology/membership> in order to receive the Member benefits. All quoted Membership Fees are for a one year Membership.

6.2 We reserve the right to increase the Membership Fee annually in accordance with clause 8 and We will inform You of any fee increase in accordance with clause 8.2.

6.3 On receipt of an Applicant's application We will debit the Applicants card or process the payment for the Membership Fee (as applicable). However Our acceptance of the Applicant's application offer remains subject to Our approval. We will either confirm that the Applicant's application has been successful, at which point the Applicant will become a Member, or notify the Applicant that We cannot accept the application. If We refuse an Applicant's application for whatever reason We will confirm that the Applicants account has been refunded (if applicable).

6.4 If We are unable to obtain payment authorisation from the issuer of the Applicant's card or the Applicant's bank in the case of other payment methods and a Membership has already been issued to You, We may contact You to arrange an alternative method of payment or cancel the Membership and notify You of the cancellation.

7 **Credit/Debit card payments**

7.1 The credit/debit card information You provide Us for payment of the Membership Fee is used solely for the purpose of processing the Membership Fee. If We are unable to process payment from the credit/debit card details You have provided We will contact you immediately to verify your card details.

7.2 We strongly advise you against sending Us any credit/debit card information via email. It is contrary to the rules of the Payment Card Industry (PCI) for us to accept credit/debit card payments by email and we will decline to accept payment by this means.

7.3 If You are not using Your own credit/debit card to pay Membership Fee, You must ask permission of the credit/debit card holder before entering payment details. When You subscribe to Membership of the Grant Museum either online, by post or in person, You are confirming that You have obtained the express prior permission of the credit/debit card holder.

8 **Annual renewal**

8.1 When applying for Membership on Our Website You can choose to renew the Membership automatically using the same credit/debit card details. This is known as "continuous authority".

8.2 We will contact You by email 10 days prior to the date on which your Membership (the **Renewal Date**) with information about renewing the Membership and We will notify You if there are any changes

to the Membership Fee.

- 8.3 If You have authorised automatic renewal of the Membership, We will take payment of the Membership Fee from your credit or debit card on or prior to the [Renewal Date].
- 8.4 If You have not authorised automatic renewal of the Membership, We will inform You how to renew your Membership and pay the Membership Fee for the new Membership year.
- 8.5 If an error has been made in the payment of the Membership Fee by Us or the card issuer, You will be entitled to a full refund of the amount paid from the bank or building society. If You receive a refund from Us that You are not entitled to, You must pay the amount erroneously refunded to Us on request.
- 8.6 You can cancel continuous authority to renew the Membership any time by contacting Us using the contact methods set out in clause 12, or by contacting your card issuer. If You choose to cancel through your card issuer You agree to notify Us of the cancellation by contacting Us using the contact method set out in clause 12.

9 **Your right to cancel**

- 9.1 If you applied for Your Membership online, as a consumer, You have a legal right to cancel the Membership (and receive a refund of the Membership Fees paid) if You change your mind or decide for any other reason that You do not want to continue the Membership.
- 9.2 Your right to cancel the Membership starts from the date on which we confirm that your application for Membership has been accepted and it expires 14 days from the day on which We confirm your application for Membership has been accepted (the "**Cooling Off Period**").
- 9.3 To cancel your Membership within the Cooling Off Period, you must let Us know that you have decided to cancel by:
 - 9.3.1 emailing Us at museums@ucl.ac.uk;
 - 9.3.2 writing to Membership, Grant Museum, Rockefeller Building, 21 University St, London WC1E 6DE;
or
 - 9.3.3 using the Model Cancellation Form at schedule 1 of these Terms and sending it to us by email or post using the details above.
- 9.4 If you cancel your Membership in accordance with clause 9.3 We will refund the Membership Fee to You as soon as possible and in any event within 14 days of You notifying Us that You want to cancel Your Membership in accordance with clause 9.3. If You paid the Membership Fee in person at the Grant Museum, we may need to contact You for your payment details before we can refund the Membership Fee.
- 9.5 If You apply for Membership in person or by post You do not have the right to cancel Your Membership and receive a refund of the Membership Fee within the Cooling Off Period.

10 **Data protection and use of personal data**

- 10.1 The Grant Museum is part of UCL. This means that UCL is the data controller of Member personal data in relation to the Grant Museum. Member personal data is managed by UCL Event and Ticketing, which is part of UCL Culture, a department of UCL.
- 10.2 When you apply for Membership (and throughout the course of your Membership) it will be necessary for us to collect personal data from you (such as your name, postal address, email address, etc.). We will process your personal data in accordance with the Data Protection Act 2018, UK GDPR, the UCL Event Ticketing Privacy Policy (linked below) and as otherwise permitted or required by law.
https://www.ucl.ac.uk/event-ticketing/sites/event-ticketing/files/ucl_event_ticketing_local_privacy_notice.pdf
- 10.3 Your personal data will be used to process Your Membership application and if Your application is successful, to administer your Membership and for statistical and analytical purposes.
- 10.4 We may update our privacy notice from time to time and any amendments will be notified to Members as appropriate. Members should check Our Website regularly for any changes.
- 10.5 You will receive Membership communications and from time to time. We will, if you have instructed us to, use your contact information to let you know about other UCL Culture activity.
- 10.6 You can unsubscribe from receiving marketing communications by using the 'Change your preferences' link at the footer of our emails or by contacting us. Once we have received your request, we will take appropriate steps to cease using your information in this way.

11 **Events**

- 11.1 Our events will be limited by capacity and will vary according to event. Therefore attendance cannot be guaranteed to all Members and We recommend booking a ticket in advance.
- 11.2 Tickets for both the free and paid-for events will be available on a first-come, first-served basis.
- 11.3 If You are unable to attend a particular event that You have booked for, you must notify Us as soon as possible, so We can offer the place to another Member.
- 11.4 We reserve the right to cancel or rearrange an organised event. A current events programme will be made available to Members on our Website.
- 11.5 The price of tickets for paid events are non-refundable and they are subject to separate terms and conditions independent of this Agreement. Please see our Terms & Conditions for ticketing https://www.ucl.ac.uk/event-ticketing/sites/event_ticketing/files/terms-conditions-nov-2019.pdf for further details and contact us using the details in clause 12 if you have any questions.
- 11.6 We do not accept liability for any costs incurred by Members if the Grant Museum has to close or if We have to cancel an event due to unforeseen circumstances.

12 **Queries, comments and complaints**

- 12.1 We will aim to acknowledge any query received from Members within three working days. If You have any queries or complaints please contact us:

Telephone: 020 3108 9000

Email: museums@ucl.ac.uk

Post: Membership, Grant Museum, Rockefeller Building, 21 University St, London WC1E 6DE

13 **Variation**

The Grant Museum may vary these terms at any time and will notify Members at least 30 days before any such variation will come into effect. Members may not amend these Terms.

14 **No Waiver**

No failure or delay by the Grant Museum to exercise any right or remedy provided under these Terms or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

15 **Governing Law and Jurisdiction**

- 15.1 These Terms and any disputes or claims in connection with them or their subject matter (including non-contractual disputes or claims) are governed by, and construed in accordance with, the law of England.
- 15.2 The courts of England have exclusive jurisdiction to settle any dispute or claim that arises in connection with these Terms or their subject matter (including non-contractual disputes or claims).

Appendix 1 Model Cancellation Form

(Complete and return this form only if you wish to withdraw from the contract)

To: Membership, Grant Museum, Rockefeller Building, 21 University St, London WC1E 6DE Telephone:
020 3108 9000

Email: museums@ucl.ac.uk

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*]/for the supply of the following service [*],

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

© Crown copyright 2013.