



Terms and conditions

Membership of the West Highland Museum Friends scheme

These Terms

These terms and conditions (Terms) apply to any purchase of the Friends of West Highland Museum membership which entitles the holder of the membership (the Friend/s) to certain benefits for a period of 12 months from the date of purchase.

Information about us

By purchasing Friends membership, you are entering into an agreement with The West Highland Museum, Cameron Square, Fort William, PH33 6AJ on these Terms. The West Highland Museum Trust is an independent charity, Scottish Charity No. SC047954.

General

1. A Friends membership card can only be used by the person or people whose name(s) appear on the card.
2. Any lost, stolen and/or damaged membership cards should immediately be reported to friends@westhighlandmuseum.co.uk. Cards will be reissued subject to payment of a £5 charge.
3. All Friends membership cards (including temporary cards) will remain the property of the West Highland Museum.
4. Friends' membership cards are not valid for entry as part of an event or guided tour, or as part of any other promotion.
5. Early Bird ticket offers may apply to events.
6. Membership is valid for 12 months from the date of purchase. Access is only when the museum is open to the public. This may be limited at certain times.
7. The West Highland Museum reserves the right to amend opening dates and times without prior notice.
8. The West Highland Museum 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.

9. We reserve the right to revoke cards which are being used fraudulently or in the case of Friends members abusing The West Highland Museum staff, visitors or processes.
10. We reserve the right, without liability to you, to refuse to allow you entry to The West Highland Museum and/or to escort you from the premises if, in our judgement, you breach any of these Terms.

Benefits

11. Please see our website for details of all the current benefits available to Friends of The West Highland Museum.
12. Any event tickets purchased at a special Friends' rate are for card holders only. A valid membership card and event ticket must be presented on entry at the visitor reception. Discounts only apply to individual purchases.
13. Places at Friends' previews and events are for card holders only and are allocated on a first come first served basis as spaces may be limited.
14. Benefits can only be redeemed when the service or offer is available. Dates and times are subject to change.
15. Information about special offers, previews and events will be communicated via email newsletter. It is your responsibility to provide your email address and inform us of any changes.
16. Any Friends scheme promotional vouchers must be redeemed in conjunction with a valid named membership card.
17. Upon expiry of your membership, you will no longer be a Friend, and you will no longer be entitled to receive any Friends benefits.
18. The West Highland Museum can cancel, withdraw or alter any or all benefits involved with the scheme at our absolute discretion at any time and without prior notice.

Payments

19. Joining of the scheme will be available online or by emailing friends@westhighlandmuseum.org.uk with your contact details and one of our team will be in touch. If you join online, you will receive an email from us confirming your payment and membership.

Renewal

20. The West Highland Museum will send you a renewal reminder before your membership is due to expire.
21. If you are paying your membership via direct debit your membership will automatically renew unless you advise us otherwise. Please contact your bank or building society at least four weeks before your renewal date if you wish to cancel your membership.
22. If you pay for your membership by direct debit, and you do not wish to renew your membership, you must also inform The West Highland Museum by email to friends@westhighlandmuseum.org.uk at the earliest opportunity.

Data

23. During your time as a Friend, we will collect information about you in a variety of ways including, but not limited to:
 - a. when you join as a Friend
 - b. each time you use your Friends membership card(s) to visit; and
 - c. when you make a purchase in the visitor reception shop, online.
24. You agree that personal details provided to The West Highland Museum may be used for administrative purposes to fulfil your membership rights and provide membership services to you.
25. You are responsible for informing us of changes to your personal details, including your postal and email address.
26. We will never sell, rent or exchange your details with any other organisation.
27. You may opt-out of communications from us, although they form part of your Friends benefits. If you wish to opt-out of communications from The West Highland Museum, please inform us via friends@westhighlandmuseum.org.uk you can also unsubscribe from friends' emails via the unsubscribe link at the bottom of all emails sent to you.
28. We will only process your personal data in accordance with the provisions of the Data Protection Act 2018 (as amended or superseded from time to time).

Our responsibility for loss or damage suffered by you

29. 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.
30. 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.

Your right to cancel – for online and phone purchases only

31. 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.
32. 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.
33. To cancel a contract for Friends membership, you must contact us via email at friends@westhighlandmuseum.org.uk or by writing to Friends, The West Highland Museum, Cameron

Square, Fort William, PH33 6AJ.

34. 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.
35. Please note: if you cancel the contract in accordance with these Terms, we are permitted by law to charge you for the period (if any) that the membership was used up to the date on which we were notified of your decision to cancel the contract.
36. 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 38. We will make any refund due as soon as possible.
37. If we have not received payment at the point, we are notified of your cancellation we shall invoice you for any money owed.
38. Friends' memberships are non-refundable and non-transferable.

Questions and complaints

39. If you have any questions or complaints about your membership, please contact us in writing at friends@westhighlandmuseum.org.uk or Friends, The West Highland Museum, Cameron Square, Fort William, PH33 6RJ.

Other important terms

40. 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.