

Terms and Conditions of membership to Sir Harold Hillier Gardens

Membership is valid for twelve consecutive months and permits unlimited entry to the Gardens within normal opening hours (last admission 1 hour before closing).

Admission may be declined in the event of adverse weather when the Gardens have to close. Where possible a notification will be placed on the homepage of the website.

Membership is strictly non-refundable and non-transferable.

Entry for under 17s to Sir Harold Hillier Gardens is free when accompanied by a member. Membership excludes entry to special events and some paid exhibitions. For further details, please see the "What's On" guide online or alternatively the printed version is available at the ticket desk.

Membership Cards

Membership is strictly non-transferable and failure to comply with this rule may result in confiscation of the membership card.

Make sure to keep your membership card/s safe to avoid paying day admission. If you are unable to show a valid membership card on entry you will be required to pay normal day entry fees, which is non-refundable.

Lost, stolen or damaged cards are subject to a replacement charge.

Issuing of membership cards will either be given out in person on the day on purchase at the membership desk. If purchased over the phone, by writing or via the online shop then once processed the membership pack will be posted out to you by second class post. Once administered and posted, we will assume that you have received this membership pack.

Complimentary guest visits, are to Sir Harold Hillier Gardens only. Complimentary passes are printed on the back of your Membership card indicated by three boxes, which will be authorised by a member of staff when a guest visits. Members will need to be present when using the complimentary passes to bring guests in along with their valid membership card.

Any unused complimentary passes will expire on the same date as the Membership card expires.

Partner gardens may change at anytime. Free entry is to valid card holder/s only during normal opening hours.

Please note parking and child admission charges may apply at the partner gardens, for opening hours please check directly with them. Admission to partner gardens does not include entry to special events.

Renewal

Members will be contacted in writing a month before your membership expires with an invitation to renew. Alternatively you can renew over the phone or in person at the membership desk.

If your membership subscriptions are paid by Direct Debit, we will automatically renew your membership after 12 months. The annual direct debit payment will be made from your

Sir Harold Hillier Gardens is a charitable trust (Registered Charity – 274737)

President: HRH The Duchess of Cornwall GCVO

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bank/building society account on approximately the 15th of the month of renewal. This will show as "Hampshire County Council" on your bank statement.

Direct debits can be cancelled with immediate effect with your bank. If you wish to cancel please inform us at least two weeks before this date of collection otherwise you might be charged.

Date: March 2016

Contact:

Sir Harold Hillier Gardens
Membership Department, Jermyns Lane, Ampfield, Romsey, Hampshire SO51 0QA

T: 01794 369318 (lines are open daily 10am – 4pm, during busy periods please leave a message with your name and phone number and we will get back to you)

E: info@hilliergardens.org.uk

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