

Terms and Conditions of membership to Sir Harold Hillier Gardens

Membership is valid for twelve consecutive months from the date of purchase 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 or in unforeseen circumstances when the Gardens may be required 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” events guide online.

Membership Cards

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

Please make sure to keep your membership card/s safe and present them on entry to avoid paying day admission. If you are unable to present a valid membership card on entry you will be required to pay the normal day entry fees along with any guest or child entries, which is non-refundable.

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

Issuing of membership cards in person on the day of purchase at the membership desk. If purchased over the phone, by writing or via the online shop then you will have the option to collect the membership pack from the Ticket Desk at Sir Harold Hillier Gardens, withing normal opening hours or for the membership pack to be posted. If post option is selected 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. Single use 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

Free day entry is to valid card holder/s only during normal opening hours.

Includes: National Botanic Gardens of Wales, Batsford Arboretum and Birmingham Botanical Gardens.
2 FOR 1 entry for our members to Kew Gardens and Wakehurst Place.

Partner gardens may change at any time. 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.

Day ticket refund

If you have purchased an adult day admission ticket, you are eligible for this amount to be subtracted off your initial membership fee. In order to claim your discount, you must provide proof of your ticket purchase at the point applying for membership and on the same day as your visit. This discount is not available online and only at the Ticket Desk.

The maximum discount applicable is one adult day ticket per membership, regardless of how many day tickets have been purchased.

Renewal

Members will be contacted a month before your membership expires with an invitation to renew. Alternatively, you can renew online, over the phone or in person at the Ticket 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 bank/building society account on approximately the 15th of the month of renewal. This will show as "Hampshire County Council" on your bank statement.

Your new membership card will then be posted to you. If you move address, it is your responsibility to contact us to update your address. If your renewal fee is collected in this instance and new cards posted, you are not eligible for a refund and you will be required to purchase replacement membership cards.

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

Date: May 2021

Contact:

If you have any questions about membership, please contact us;

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

T: 01794 368787 (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.hilliers@hants.gov.uk