

The Foundation & Friends of the Royal Botanic Gardens, Kew

Terms and conditions of membership

1. These are the terms and conditions applicable to members of the Royal Botanic Gardens, Kew ("Terms"). In these Terms, "you/r" or "the member" refers to the Season Ticket holder, Friend, Premier Friend, Founder or Life member of the Royal Botanic Gardens, Kew (or applicant for such status), and "we" and "us" refers to The Foundation and Friends of the Royal Botanic Gardens, Kew or the Royal Botanic Gardens, Kew (together, "Kew").

Benefits of membership

2. Membership entitles you, upon presentation of a valid membership card, to free entry to the Royal Botanic Gardens, Kew and Wakehurst Place during normal opening hours and subject to the usual conditions of entry. Members must adhere to the Garden Regulations.
3. Additional benefits provided to Friends are set out in the Membership Handbook.
4. Membership does not entitle you to free entry at ticketed events, nor does it guarantee the availability of tickets to any such events.
5. With the exception of entitlement to free entry to the Royal Botanic Gardens, Kew and Wakehurst Place in accordance with paragraph 2 above, we reserve the right to change membership benefits without prior notice for any reason.

Term*

6. Membership is valid for twelve consecutive months. No refunds or extensions will be given if you are unable to use your membership at any stage during this time.

Conditions of refunds

7. Should you change your mind about joining, a refund will only be available if you notify the membership office in writing (the contact details for which are detailed in paragraph 21 overleaf) and return all membership materials (including your membership card(s) and any complimentary passes) within fourteen days of receiving your membership pack. No refunds will be issued after this time.

Membership application process

8. Memberships (new and renewing) may take up to 28 days from receipt to process and membership materials will be posted out to you by second class post. Once processed and posted, we will assume receipt. It is your responsibility to notify the membership office within 42 days of your application if you have not received your membership materials. If you fail to inform us of non-receipt before this time, no refund or extension will be granted.

Membership cards

9. To validate your membership card, it must be signed upon receipt.
10. Membership cards and any associated member benefits are non-transferable and can only be used by the named member. Proof of identity may be requested on presentation of your membership card at the Royal Botanic Gardens, Kew or Wakehurst Place.
11. Members who are unable to show a valid membership card on entry will be required to pay entrance fees before they are admitted, which are **non-refundable**. No exceptions will be made.

12. Lost or stolen membership cards will be replaced free of charge in the first instance. Subsequent requests for a replacement card will each carry a £5 administration charge (unless, in the event of theft, a police report is provided). In all cases, the minimum time taken for replacement cards to be dispatched is 2 working days.

Changes in membership category

13. If, during the course of your current membership subscription, you wish to upgrade your membership category, either the difference in price between the two categories or a payment of £10 (whichever is the greater) will be payable.
14. If, during the course of your current membership subscription, you wish to downgrade your membership category, an administration fee of £10 will be payable. No refund will be issued.

Membership renewals**

15. We will contact you one month before your membership is due for renewal, detailing the expiry date of your current membership and any further actions you may need to take in order to continue your subscription.
16. If your membership subscriptions are paid by Direct Debit, we will automatically renew your membership after 12 months and collect the monies for the coming subscription period unless you notify us that you do not wish to renew your membership by the date stated in your renewal letter.

Further conditions

17. We reserve the right, in our sole discretion, to refuse entry and/or membership and/or to revoke membership without refund if the member behaves in a threatening or abusive manner towards any person at the Royal Botanic Gardens, Kew or Wakehurst Place, or damages or threatens to damage any of the collections or property of the Royal Botanic Gardens, Kew or Wakehurst Place, or acts in a manner which in Kew's sole opinion brings Kew into disrepute.
18. We reserve the right to revoke your membership at any time, without financial compensation, if you commit any breach of these Terms.
19. We reserve the right to change these Terms at any time. At the time of any such amendment, all members will be notified in writing and the changes will take immediate effect.
20. The validity, construction and performance of these Terms shall be governed by English law and we and you hereby submit to the exclusive jurisdiction of the English courts.

Contact information

21. The membership office is open on weekdays from 9.30am-5pm and the team can be reached by telephone, email or letter. Details are shown below. Unless a pre-arranged appointment has been made, members are not permitted to visit the membership office.

Address: *Friends of the Royal Botanic Gardens, Kew, Richmond, Surrey TW9 3AB*
Telephone: *020 8332 3200*
Email: *friends@kew.org*

The Foundation and Friends of the Royal Botanic Gardens, Kew is a charity registered in England and Wales number 803428.

* In the case of Life and Founder memberships - no refunds will be given to members who are unable to use their membership at any stage of their subscription.

** Not applicable to Life members. Founder members will receive a letter inviting them to renew, one month before their existing membership is due to expire.