

# Membership FAQs

## What do I get in return for my Membership fee?

In addition to knowing that you are providing valuable financial support for the Museum, Members also benefit from:

- ✓ **Free entry to the Museum** and Collections Centre for 12 months
- ✓ **Free entry** to our calendar of special **weekend show days**
- ✓ A welcome pack, including pin badge, car sticker, souvenir guide and Membership card
- ✓ **10% discount in the Museum Gift Shop and Junction 12 Café** (excludes gift vouchers, heritage certificates and associated archive products)
- ✓ Exclusive opportunities to **preview new exhibitions**
- ✓ An **invitation to our Members' event – Museum on the Move**. A chance to meet the Collections Team, enjoy drinks and canapes, and ride in a selection of cars from the collection (entry fee applies, and tickets are subject to availability as capacity for the event may be capped)
- ✓ **Special offers for Museum evening events** - preferential rates or early access for Members
- ✓ **20% discount on a private Museum tour** for you and your party. One tour per year. Museum entry ticket required for non-members, tours are subject to availability and for a maximum of 15 people
- ✓ Quarterly updates with all our latest news

**Upgrading to 'Premium Membership'** gives access to the benefits above with the following premium enhancements:

- ✓ Access to **Premium Members' Lounge** on special **weekend show days** with complimentary refreshments. Access is for Premium Members plus 1 guest (Show entry fee applies for guests)
- ✓ **Free ticket to our Members' event – Museum on the Move**. A chance to meet the Collections Team, enjoy drinks and canapes, and ride in a selection of cars from the collection
- ✓ An increased **discount of 20% in the Museum Gift Shop and Junction 12 Café** (excludes gift vouchers, heritage certificates and associated archive products)
- ✓ **A private Museum tour for you and your party**. One tour per year. Museum entry ticket required for non-members, tours must be pre-booked and are subject to availability and for a maximum of 15 people

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## **Why should I choose Membership over a standard entry or annual pass?**

Membership is at the heart of our plans as a charity and offers visitors the chance to forge a closer relationship with the Museum. In addition to your Membership pack, year-round Museum access (including weekend show days) and retail and café discounts, Membership offers the chance to attend exclusive events where you can meet some of the team and find out how we look after and care for the collection. Your Membership fee will play a vital role in supporting us to conserve, protect and share our fabulous collections - over 300 cars and millions of artefacts and items in the Archive.

## **Museum on the Move? What's that about?**

Museum on the Move is a brand-new Members' event that we are planning to run every year exclusively for Members. Find out more about this year's Museum on the Move – [click here](#)

## **How do I join?**

Joining online at [www.britishmotormuseum.co.uk/membership](http://www.britishmotormuseum.co.uk/membership) and setting up a direct debit is the easiest option. Alternatively you can pay in full for the year. You can also join whilst visiting the Museum, just speak to a member of the team.

## **If I sign up with Direct Debit when will my payments be taken?**

An initial pro rata payment for the rest of the current month along with the first month's payment will be taken, followed by 10 monthly payments on the 1<sup>st</sup> of each month. See the payment schedule below.

Your Membership will start from the date of purchase.

<b>Membership Type</b>	<b>Member Monthly Direct Debit</b>	<b>Premium Member Monthly Direct Debit</b>
Individual Membership	<b>£3.50</b>	<b>£10.00</b>
Joint Membership	<b>£6.00</b>	<b>£17.50</b>
Family Membership (1 Adult) (1 adult & up to 3 children† )	<b>£6.50</b>	<b>£19.00</b>
Family Membership (2 Adults) (2 adults & up to 3 children† )	<b>£8.35</b>	<b>£24.00</b>

† Children 5-16 year, under 5's go free

### **Can I Gift Aid my Membership?**

Unfortunately we're unable to accept Gift Aid donations for Membership, as the value of the benefits that Members receive exceeds that allowed under the rules of Gift Aid. However, your Membership fee provides us with a valuable source of funding for the Museum, helping us to maintain and care for our collections ensuring that they are accessible to future generations.

### **Can I buy Membership using my Tesco Clubcard vouchers?**

No you cannot use Tesco Clubcard or any other vouchers or discounts to buy Membership.

### **What age do children need a ticket and how many children can be included on a family Membership?**

Up to 3 children or grandchildren aged 5-16 years can come in on a family Membership. Children under 5 enter the Museum free of charge and children over the age of 17 are counted as an adult. Membership cards will be issued to adult Members only. Children must be accompanied by an adult when visiting the Museum

### **When I join, what will I receive and when?**

Your Membership pack will contain a welcome letter, a Membership card, a souvenir Museum guide, your Membership pin badge and a car sticker. Your Membership pack will be ready to collect when you next visit, or you can choose 'UK delivery' at the time of purchase and pay a small postage and packaging fee to have it delivered to your door, either way your **Membership will start from the date of purchase.**

We thought that you would like to know that your Membership card is 100% degradable meaning that when you dispose of it, it will break down in nine months to five years, depending on the environment, leaving no damaging toxins behind.

### **How do I book to visit the Museum or a Show?**

If you would like to visit the Museum or come to one of our shows all Members need to book a 'free ticket' for their visit. This can be done on our website <https://www.britishmotormuseum.co.uk/plan-your-visit/book-tickets>. Here you will need to choose the date that you would like to visit, then click the 'Members & Premium Members' option and enter the number of Members visiting. Accompanying non-members should book and pay for their entry via the 'Buy Museum tickets' option. All tickets are subject to availability.

### **How do I book my Members private tour?**

Members get a 20% discount off one private tour and Premium Members get one free private tour per Membership year. Please call the Bookings Team on t: 01926 895295 or email [membership@britishmotormuseum.co.uk](mailto:membership@britishmotormuseum.co.uk); they will be able to advise you on the dates available and make your booking. Tours\* are subject to availability and can be booked for a maximum of 15 people. Normal Museum entry fees apply for any non-members in your group.

\*Please note that tours may be suspended or operate based on lower capacities in response to government Covid guidance, local restrictions, or operational requirements. Please speak to a member of our Bookings Team for the latest update.

### **Can anyone else use my Membership card?**

Only the person named on the Membership card can use it. Photographic ID may be requested by our staff on entry or when using your card at the gift shop or café. We hope that you understand that this is just so we can confirm and validate your identity.

### **Can my carer accompany me when I visit?**

We take equality very seriously, and provide free Museum entry for an assisting companion/carer of a disabled Member or visitor. We recognise these companions are key to making access possible, as well as creating an enriched and memorable experience.

We don't ask for any proof of disability, and the companion doesn't have to be a registered carer, nor do they have to be the same person each time you visit. If you'd like a letter of authority giving your assisting companion free access, please contact us t: 01926 895295 or email [membership@britishmotormuseum.co.uk](mailto:membership@britishmotormuseum.co.uk) and we will arrange this for you.

### **Do I need to always display my Membership car sticker and wear my pin badge when I visit?**

Parking is free at the Museum, so you don't have to display your car sticker. Likewise, you don't have to wear your pin badge, but it's always nice for our staff to know when we have Members visiting.

### **Do I get a discount on Heritage Certificates?**

There are no discounts on Gift Vouchers or Heritage Certificates and associated archive products for Members.

### **If I give you my personal details, what will you do with them?**

We take data protection very seriously. Please see our [Privacy Policy](https://www.britishmotormuseum.co.uk/privacy-policy) for more information on how we keep your personal details safe. <https://www.britishmotormuseum.co.uk/privacy-policy>

### **What do I do if I have changed my mind?**

If you change your mind about subscribing as a Member after purchasing, you may request a refund by notifying us within 14 days of purchase. Please note that any refund will be subject to deduction of the retail value of any benefits used or received within this period (e.g. Museum entry tickets, Membership pack etc.). To request a refund please notify the Membership department by telephone or email within 14 days of purchasing your Membership t: 01926 895295 or email us at [membership@britishmotormuseum.co.uk](mailto:membership@britishmotormuseum.co.uk). No refunds will be issued after this time.

### **How do I renew my Membership?**

There are several ways to renew Membership.

If you have paid by direct debit your Membership will auto-renew. We will email you one month before it expires to let you know that this is due to happen. If you paid as a single annual fee then we will email you one month before your Membership expires to let you know your renewal options. You will be able to renew online via the Membership Portal, or when you next visit the Museum.

### **What happens if I lose my Membership card?**

If you have lost your Membership card just let us know ahead of your next visit and we will be able to check your details and print you a new card, a £5 charge applies.

### **Can I buy Membership as a gift?**

We hope to offer Gift Membership soon.