

Terms & Conditions of Membership of the National Botanic Garden of Wales



1. Only memberships bought directly through the National Botanic Garden of Wales (“the Garden”) are valid for entry to the Garden, and the Garden reserves the right to refuse any application for membership.
2. The purchase of a membership is non-refundable under all circumstances.
3. In the event that part of or the whole Garden is closed for any reason, there will be no refunds or extension to memberships.
4. Membership of the Garden allows the cardholder(s) and associated members (in the case of Family or Plus type memberships, for example) entry to the Garden during normal opening hours for the duration of the membership. The Garden reserves the right to charge members entry to the Garden for special events or activities, whether held during or outside normal opening hours.
5. Membership cards must be presented at the main entrance to the Garden to gain admittance, and may only be used by the named member. Membership cards are not transferable.
6. The numbers of adults and children that can be admitted for entry at any one time under each type of membership, and the number of membership cards issued to adults, is shown below. All guests must be paid for at the normal admission price.

Membership Type	Cards Issued	Number of Adults*	Number of Children
Individual	1	1	0
Joint	2	2	0
Membership Plus	1	2	0
Family 1 Adult	1	1	4
Family 2 Adult	2	2	4
Home Education	2	2	6

* All adults must show a valid membership card except in the case of Membership Plus, where a member with a valid card may bring one guest free of charge.

7. Home Education membership allows free admittance to the Garden on Mondays through to Fridays (bank holidays excepted) during Carmarthenshire County Council term time only. This membership is only granted to specific categories of individual.
8. Members who cannot show a valid card on entry to the Garden will be refused admission or asked to pay the public admission fee, which is non-refundable.
9. The membership, including the membership card, remains the property of the Garden. The National Botanic Garden of Wales reserves the right to cancel a membership for any reason.

10. Where a membership to the Garden is paid by Direct Debit, it is the Member's responsibility to cancel a Direct Debit directly with their bank and to inform the Membership Department in writing or by email of such cancellation in the event of non-renewal of membership.
11. There will be an administration fee of £5 charged on the replacement of lost or damaged membership cards. Please inform the Gatehouse or Membership Department immediately should you lose your card.
12. The Garden reserves the right to close any part of the Garden, or the whole site, without prior notice; membership does not guarantee access.
13. Membership cannot be used in connection with any business or commercial activity without specific permission given by the Garden.
14. Membership of the Garden does not include free entry to the British Birds of Prey Centre (BBPC). However, members may purchase a separate membership directly from the Birds of Prey Centre.
15. Details of venues offering National Botanic Garden of Wales members entry under reciprocal schemes are subject to change and the terms are not equivalent to membership of the Garden. Details of reciprocal arrangements are available on the Garden website and on renewal letters. Members are advised to check before making any journey to a reciprocal venue and to note that the National Botanic Garden of Wales will not be held liable for any claims of any nature related to visits made to reciprocal gardens or venues.
16. The Garden reserves the right to change or stop member offers, promotions or discounts at any time, without notice, and to offer selected membership benefits to certain categories of member only. A full list of current membership benefits can be found on the Garden website or are available in writing and on renewal.
17. Members must inform the Garden of any change of address and other contact details immediately. Where the Garden is not informed of a change of address and membership cards are sent out, the Garden will charge for replacement cards plus an administration fee.
18. It is the responsibility of the Member to advise the Membership Department of any change of circumstance relating to Gift Aid especially if the amount of personal taxation paid is less than the amount of Gift Aid claimed on all donations in the relevant tax year.
19. The Garden will hold the details of members securely and will not share them with any third-party organisations without the explicit consent of the member. The Garden's full Privacy Notice can be found on the Garden website.