

Patron membership terms and conditions

Updated March 2019

Thank you for becoming a Patron of Fulham Palace. The terms and conditions of your membership are as follows. Please read carefully as by submitting the membership application/renewal form and paying the membership fee you agree to these terms and conditions.

1. Your details

1.1 Any personal information that you provide to Fulham Palace Trust will be processed in accordance with all relevant legislation as set out in our Privacy Policy, which can be found at fulhampalace.org.

1.2 Fulham Palace Trust will use the information you provide to us to provide you with your membership benefits. In particular, Fulham Palace Trust will contact you by email with information that will help you access these benefits, for example, by providing advance notice of exhibitions or events, or informing you of members-only events.

1.3 As part of your membership, Fulham Palace Trust may also send you information about other Fulham Palace activities where we feel these may be of interest to you. These may include details of our fundraising appeals which you can opt out of at any time.

1.4 You may opt out of receiving communications from Fulham Palace Trust at any time. If you do so, some aspects of your membership benefits may become harder to access; for example, you may not receive notification of events and exhibitions in order for you to exercise your right to reserve tickets. If you do not wish to receive communications from Fulham Palace then please inform us by email at development@fulhampalace.org, or by calling +44 (0)20 7751 2437. You can also cancel such communications by using the unsubscribe link at the bottom of all emails sent to you by Fulham Palace.

1.5 There are some membership and donation communications that we are required to send regardless of your contact preferences. These are essential communications, deemed necessary to fulfil our contractual obligations to you. This would include advanced notices of standing order payments, thank you letters, member benefits such as the Supporters' newsletter and the monthly members' email, renewal reminders, Gift Aid correspondence and querying returned mail or bounced automatic payments with you.

1.6 You are responsible for informing us of changes to your personal details.

2. Subscription fees and payment

2.1 All Patrons will pay an annual membership fee with the exception of major donors who may be offered honorary patron status. Fulham Palace Trust reserves the right to change the membership fee each year.

2.2 Your membership is valid immediately from the day that your membership is processed by Fulham Palace Trust and will usually be valid for 12 months unless, for example you have purchased a life membership. If you do not renew your membership it will expire automatically at the end of the membership period unless it is renewed.

2.3 Fulham Palace Trust will send you a renewal letter one month before your membership is due to expire. If you have not renewed your membership by your renewal date, Fulham Palace Trust will write to you one more time and will follow up once by email and once by phone before terminating your membership.

2.4 Upon expiry of your membership you will no longer be a Patron and you will no longer be entitled to receive any membership benefits. A termination letter will be sent to you.

2.5 For the purpose of Gift Aid claims, Fulham Palace keeps limited information about its members on its database for a period of six years following termination of membership.

2.6 In order to comply with HMRC guidelines Fulham Palace Trust is not able to accept CAF cheques as payment for membership.

2.7 Subject to any statutory right to cancel, your membership fee is non-refundable once payment has been received by Fulham Palace Trust. You may change your mind and cancel your membership provided that you tell Fulham Palace Trust within 14 days of your registration date.

3. Your membership benefits

3.1 You can purchase either an Annual Membership or Joint Annual Membership or a Life Membership or Joint Life Membership. Further details regarding the types of membership are set out on the Fulham Palace website, fulhampalace.org/patrons.

As a Patron or Joint Patron of Fulham Palace you are entitled to the following membership benefits:

- Invitation to the Patrons' Christmas party with a performance by guest artists
- Invitation to the chair's summer garden party in the walled garden
- Invitation to a private viewing of all major exhibitions at Fulham Palace
- Exclusive trips to other heritage sites*
- Bi-annual supporters' newsletter
- Advance opportunity to buy tickets for exhibitions, lectures and events at Fulham Palace
- Exclusive monthly emails with details of upcoming events for members and Fulham Palace's latest fundraising appeals
- Email updates about upcoming public events at the Palace

- Acknowledgement on our website, thank you lists and annual report

* There is a small charge to attend these events to help cover costs.

3.2 If you wish to remain anonymous on the Fulham Palace website, thank you list or annual report, please inform us by email at development@fulhampalace.org, or by calling +44 (0)20 7751 2437.

4. Gift Aid

As a registered charity, Fulham Palace Trust can claim Gift Aid if you are a UK taxpayer. In order to comply with HMRC guidelines, Gift Aid is only eligible on the donation part of your membership. You can read more about Gift Aid applicable to your membership in the Patron registration form which can be downloaded from on our website, fulhampalace.org/patrons.

5. General

5.1 Fulham Palace Trust reserves the right to make changes to these terms and conditions. All Patrons will be notified should this be necessary.

5.2 You have to be over 18 to apply for membership.