

## Annual Pass bought online: Terms and Conditions

**These are the terms and conditions on which we sell the Science Museum's Annual Pass. Please read these Terms and Conditions carefully before you order an Annual Pass from us as they tell you who we are and on what basis you are purchasing the Annual Pass.**

**If you think there is a mistake in these terms and conditions, or if anything in these terms is unclear, then please contact [info@sciencemuseum.ac.uk].**

### 1. These terms

1.1 These terms and conditions (**Terms**) apply to any purchase of the Science Museum's Annual Pass, which entitles the holder access to the Interactive Gallery (WonderLab) at the Science Museum (**the Interactive Gallery**).

1.2 **We have the right, without liability to you, to refuse to allow you to enter the Interactive Gallery and/or to escort you from our premises if you, in our judgment, breach any of these Terms.**

### 2. Information about us

By purchasing an Annual Pass you are entering into an agreement with **The Board of Trustees of the Science Museum Group** of Exhibition Road, London SW7 2DD (**the Science Museum Group, we, us, our**) on these Terms. Our registered VAT number is GB 503 5114 96.

### 3. Your Annual Pass

3.1 The Annual Pass can only be used for admission by the person whose name appears on the front of the card. The Annual Pass entitles the holder to visit the Interactive Gallery at the Science Museum. Unless stated otherwise, the Annual Pass does not entitle the holder to access other parts of the Science Museum which have a paid entry.

3.2 Each Annual Pass holder will be issued their own Annual Pass and the purchaser of the Annual Pass will be required to supply the following details:

- (a) First name and surname;
- (b) Residential address;
- (c) Contact telephone number; and
- (d) Contact email address.

Please inform us if any of the above details change after purchasing the Annual Pass.

3.3 An Annual Pass entitles the holder to admission to the Interactive Gallery for a period of 12 months, subject to the usual entry times and dates of the Science Museum and any periods of closure. A 'valid until' date will be printed on the Annual Pass and Annual Pass holders can use their Annual Passes up to and including the 'valid until' date.

3.4 **We reserve the right in our absolute discretion to vary the opening and closing dates of the Science Museum and to close, remove or cancel all or any part of the exhibits, events or facilities within the Interactive Gallery for any reason including, but not limited to, technical, health and safety and/or operational reasons or due to special events or**

**private functions.** The full value or any part of the value of the Annual Pass will not be refunded nor will any compensation be payable if any part of the Interactive Gallery becomes temporarily unavailable.

- 3.5 Possession of an Annual Pass does not guarantee entry or re-entry to the Interactive Gallery or shows within the Interactive Gallery and does not guarantee immediate entry, especially during peak times. The Science Museum's management, acting reasonably, control the capacity of the Interactive Gallery to ensure safety and a pleasant experience for all visitors.
- 3.6 Outside normal Science Museum opening hours the Interactive Gallery may be used for special events and the Annual Pass does not allow entry to these unless otherwise stated. Access to special events held in the Interactive Gallery may require additional tickets to be purchased.
- 3.7 Unless stated otherwise, an Annual Pass cannot be used in conjunction with any promotional offer or voucher.
- 3.8 On the presentation of an Annual Pass, Annual Pass holders may receive discounts and/or benefits from us and/or third parties. Such discounts and benefits are provided on a gratuitous basis, without obligation. As such, these third parties are subject to change without notice and the Science Museum Group is entitled to remove, change and/or withdraw any or all discounts and/or benefits in its absolute discretion at any time and for any reason without notice.
- 3.9 The Science Museum Group shall only use your details in accordance with the Science Museum Group's privacy policy which can be viewed at <http://www.sciencemuseum.org.uk/about-us/contact-us/privacy-policy>. The Science Museum Group reserves the right to use your details to contact you in relation to service information, including, but not limited to, expiry and/or renewal reminders. The Science Museum Group also reserves the right to use your details for marketing purposes for its products and events unless you have opted out of receiving such information. If you wish to opt out of receiving such information at any time please contact us by email via [marketing@sciencemuseum.org.uk](mailto:marketing@sciencemuseum.org.uk).
- 3.10 Where you purchase an Annual Pass for another individual, we shall use their details solely for the purpose of enabling them to use their Annual Pass and for statistical analysis.

#### **4. Family Annual Pass**

- 4.1 Family Annual Pass options are as follows:
  - (a) Family of 3 – Up to two adults, and children aged 4-16
  - (b) Family of 4 – Up to two adults, and children aged 4-16
- 4.2 Each family member will be issued with their own Annual Pass, however all passes will share the details of the purchaser. In order to qualify for a Family Annual Pass, all Annual Passes must be purchased as part of the same transaction.
- 4.3 You must be 17 years old or over to purchase a Family Annual Pass.

## **5. Payment**

- 5.1 We accept payment with Mastercard, Visa, American Express, Maestro & JCB. You must pay for the Annual Pass before we dispatch it. We will not charge your credit or debit card until your order has been confirmed and we dispatch the Annual Pass to you.
- 5.2 If we are unable to accept your order for any reason, we will inform you of this by email and will not charge you for the Annual Pass.

## **6. Receiving your Annual Pass**

- 6.1 Once your purchase has been confirmed an order confirmation will be sent to the email address you specified in your order, at which point a contract will come into existence between you and us on these Terms. No agreement is formed between you and us for the sale of the Annual Pass until we email you with this confirmation.
- 6.2 It is your responsibility to check prior to completing your purchase that the information you have supplied to us with regard to your order and your Annual Pass requirements are accurate.

## **7. Using your Annual Pass**

- 7.1 To use an Annual Pass, the authorised holder must present it at the Ticket Desk outside the Interactive Gallery. Failure to present a valid Annual Pass (including due to it having been lost, stolen or forgotten) may result in non-admittance to the Interactive Gallery.
- 7.2 During your visit you must retain your Annual Pass for production on demand by our representatives.
- 7.3 Your visit to the Science Museum and to the Interactive Gallery is at all times subject to any notice to visitors we post on the premises, and our standard admissions guidelines as may be amended from time to time, a copy of which you can read at [www.sciencemuseum.org.uk/visitmuseum](http://www.sciencemuseum.org.uk/visitmuseum). In addition, you and any persons for whom you have bought an Annual Pass must comply with any reasonable instructions given to you by our staff or any third party instructed on our behalf during your visit.

## **8. Visitors under 12**

Visitors under 12 years of age must be accompanied by an adult at all times.

## **9. Revocation of Annual Passes**

- 9.1 All Annual Passes remain the property of the Science Museum Group and shall be revoked without compensation in the following circumstances:
- (a) If the Annual Pass is sold, loaned or given away without our prior written consent;
  - (b) If any attempt is made to sell, loan or give away an Annual Pass without our prior written consent; or
  - (c) If the Annual Pass has been purchased through illegal methods (including, but not limited to, the use of fraudulent debit/credit cards).

## **10. Resale**

**10.1 You may not re-sell Annual Passes without our prior written consent.**

10.2 We will (subject to our sole discretion) refuse entry to any person who attempts to enter the Interactive Gallery with an Annual Pass that has been resold without our written consent and no compensation whatsoever is payable by us if this occurs.

## **11. Lost Annual Passes**

11.1 A lost, stolen and/or damaged Annual Pass should immediately be reported to [info@sciencemuseum.ac.uk](mailto:info@sciencemuseum.ac.uk).

**11.2 We will not be responsible for any Annual Passes that are lost or deleted.**

11.3 Replacement Annual Passes will only be issued at our discretion.

## **12. Our responsibility for loss or damage suffered by you**

12.1 We are responsible for loss or damage you suffer that is a foreseeable result of our failure to (i) comply with these Terms or (ii) use reasonable care and skill. This includes liability for: death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; fraud or fraudulent misrepresentation; and breach of your legal rights in relation to your Annual Pass.

**12.2 We are not liable for business losses. We only supply Annual Passes for private use. If you use the Annual Pass for any commercial, business or re-sale purpose we will not be liable to you for any loss of business, loss of revenue, loss of profits or loss of business opportunity.**

## **13. Filming and photography**

13.1 We may authorise third parties to carry out filming, photography and/or sound recordings at our premises, including in the Interactive Gallery. By purchasing an Annual Pass you agree (on your own behalf and on behalf of any persons for whom you purchase Annual Passes and who attend our premises/the Interactive Gallery) that we and any third party authorised by us may include you and those you have bought Annual Passes for in such films, photographs and/or sound recordings and may exploit such films, photographs and sound recordings in perpetuity in any format whatsoever without payment. You are responsible for bringing this provision to the attention of any person for whom you have bought an Annual Pass. We will always let visitors know if filming or photography is taking place during their visit, and the nature of it.

13.2 You may be permitted to use a hand-held camera (including the camera on a mobile device such as a smartphone or tablet) for private and non-commercial purposes but you and any other visitors for whom you purchased an Annual Pass must comply with any restrictions on photography which we make known to you. You may commit an offence if you copy any material which is protected by copyright without the consent of the relevant copyright owner. If this occurs you may face criminal or civil penalties.

## 14. Your right to cancel

- 14.1 As a consumer, you have a legal right to cancel the contract formed between us (and receive a refund of the fees paid) if you change your mind or decide for any other reason that you do not want to use the Annual Pass.
- 14.2 Your legal right to cancel the contract starts from the date on which we confirm that your application for an Annual Pass has been accepted, which is when the contract between us is formed. Your deadline for cancelling the contract is 14 days after the day on which this contract was formed.
- 14.1 To cancel a contract for an Annual Pass, you must contact us via email at [info@sciencemuseum.ac.uk](mailto:info@sciencemuseum.ac.uk) or by writing to Visitor Services Manager, science museum, Exhibition Road, London SW7 2DD. You may use the model cancellation form set out in Annex 1 but you do not have to.
- 14.2 To meet the cancellation deadline, it is enough for you to send your communication concerning the exercise of the right to cancel before the cancellation period has expired. We will email you to confirm we have received your cancellation.
- 14.3 **Please note:** if you cancel the contract in accordance with clause 14.2 we are permitted by law to charge you for the period of time (if any) that the Annual Pass was valid up to the date on which we were notified of your decision to cancel the contract and so we shall be entitled to charge you the Day Pass price for each day that you attended the Interactive Gallery using the Annual Pass prior to cancellation.
- 14.4 If we have already received payment at the point we are notified of your cancellation we will refund you the price you paid for the Annual Pass, less any deductions made in accordance with clause 14.3. We will make any refund due as soon as possible.
- 14.5 If we have not received payment at the point we are notified of your cancellation we shall invoice you for any money owed in accordance with clause 14.3.

## 15. Questions and complaints

- 15.1 If you have any questions or complaints about your Annual Pass please contact us by telephoning 0207 942 4000 or by writing to us at [info@sciencemuseum.ac.uk](mailto:info@sciencemuseum.ac.uk) or to Visitor Services Manager, Science Museum, Exhibition Road, London, SW7 2DD.
- 15.2 If you are not happy with how we have handled any complaint, disputes may be submitted for online resolution to the European Commission Online Dispute Resolution platform at <http://ec.europa.eu/odr>.

## 16. Other important terms

- 16.1 Nobody else other than you and us are party to the agreement that is entered into upon these Terms and accordingly no other person shall have rights to enforce any of these Terms.
- 16.2 Each paragraph of these Terms operates separately. If any court or relevant authority decides that any of these Terms are unlawful, the remaining paragraphs will remain in full force and effect to the extent applicable (and construed accordingly).

16.3 These Terms are governed by English law and you can bring legal proceedings in respect of Annual Passes in the English courts.

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**Annex 1: Model Cancellation Form**

To

Visitor Services Manager  
Science Museum  
Exhibition Road  
London  
SW7 2DD

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract for the Science Museum's Annual Pass.

Ordered on [\*/received on [\*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[\*] Delete as appropriate