



Strawberry Field Membership Terms and Conditions

The Strawberry Field attraction is run by The Salvation Army*. References to “we” and “us” in these terms and conditions are references to The Salvation Army. By applying for membership at the fee applicable from time to time, you are agreeing to these terms and conditions.

**The Strawberry Field attraction is operated by The Salvation Army Trustee Company (registered company number 00259322) acting in its sole capacity of The Salvation Army Social Work Trust, registered charity number 215174 (England & Wales) and SC03769 (Scotland) whose registered address is at 101 Newington Causeway, London, SE1 6BN.*

1 Benefits of being a Strawberry Field Member

- 1.1 As a member of Strawberry Field, you are entitled to:
 - 1.1.1 Unlimited free access to the Strawberry Field visitor exhibition;
 - 1.1.2 Free access for one other person to the Strawberry Field visitor exhibition on every visit;
 - 1.1.3 A monthly Strawberry Field newsletter by email
 - 1.1.4 A 20% discount in the Imagine More café on any food items and hot drinks purchased by you. This only applies to purchases by you and does not apply to purchases by members of your party. There is also no discount on cold drinks purchases at the Imagine More Cafe
 - 1.1.5 A 15% discount in the Strawberry Field shop and online site.
 - 1.1.6 Priority booking for ticketed events that fall outside of entry to the Strawberry Field visitor exhibition. By way of example this applies to, but is not limited to, the following: ticketed Christmas and Easter celebration events, music events and any other events or activities organised by external parties.
 - 1.1.7 Annual members only event as a thank you for your support
 - 1.1.8 Exclusive members goody bag worth over £20
- 1.2 In order to access these benefits, you will need to present your Strawberry Field membership card and a valid photo ID on entry and comply with any other requirements we may reasonably specify from time to time.
- 1.3 We reserve the right to change the benefits that apply to Strawberry Field membership from time to time at our discretion and without prior notice, including the rights set out above in clause 1.1, although we will always permit members to have free access to the Strawberry Field visitor exhibition.
- 1.4 We may maintain, cancel, rename or introduce different categories of membership from time to time at our discretion. It is your responsibility to make sure that you have the most appropriate category of membership to suit your requirements at any time.

1.5 The discounts that apply to Strawberry Field membership from time to time, including those listed in clauses 1.1.4 and 1.1.5 or as varied by clause 1.3 shall not apply in conjunction with any other promotional discount offered in the Imagine More Café or Strawberry Field shop.

2 Term of Strawberry Field membership

- 2.1 Membership is valid for 12 months.
- 2.2 Please note that, subject to clause 0, if you cancel your Strawberry Field membership for any reason during the 12-month term you will not be entitled to a refund.
- 2.3 If you purchased your Strawberry Field membership online, you may cancel your membership at any point within 14 days of your membership being issued. If you do this, you will be entitled to a refund although you must pay us for benefits you have received prior to cancellation and we may deduct the cost of these benefits from the amount to be refunded

3 Membership application process

- 3.1 Memberships can only be bought at the Strawberry Field site after completion of a membership application form or online via the Official Strawberry Field site. On receipt of your application form we will take payment from you.
- 3.2 Your completing the application and payment of the initial amount constitutes an offer which is subject to our acceptance.
- 3.3 If we accept your application for membership, you will be issued with a membership on the same date as payment. Or if purchased online, within 30 days of your application being approved.
- 3.4 Membership cards and the benefits of membership are non-transferrable and can only be used by the person named on the card.
- 3.5 We reserve the right to refuse any application for membership at our discretion.

4 Replacement membership cards

- 4.1 If your Strawberry Field membership card is lost or stolen, we will provide you with one replacement card free of charge
- 4.2 If you require a replacement card for a second time in a 12-month period, we reserve the right to make a reasonable charge for providing a replacement card. Replacement cards will usually be despatched within 30 days of receiving payment for a replacement card.

5 Ending of membership

- 5.1 Membership will end at the end of the 12-month membership term, we will contact you before this to offer renewal.
- 5.2 We may at our discretion terminate your Strawberry Field membership at any point if:
 - 5.2.1 We deem this to be in our best interests or in the best interests of Strawberry Field and/or Strawberry Field staff and volunteers. For example, if you fail to comply with safety measures, are abusive or threatening towards any staff or volunteers, damage property at Strawberry Field or act in a manner which could otherwise bring Strawberry Field into disrepute.

6 Data Protection

- 6.1 When you apply for membership you will need to provide us with certain personal details to enable us to process your application and, if your application is successful, deliver the membership benefits to you. We will collect, hold and use your personal data in accordance with data protection law and our [privacy policy which is available at https://www.salvationarmy.org.uk/privacy-statement](https://www.salvationarmy.org.uk/privacy-statement).

7 Liability

- 7.1 We only provide our memberships for personal, private use and not for business or commercial use. We shall not be liable for any business losses suffered by you, including but not limited to loss of profit, loss of business or loss of business opportunity.
- 7.2 Subject to clause 7.1, our liability is limited to the amount of your annual membership fee.
- 7.3 Nothing in these terms excludes our liability for death or personal injury caused by our negligence or for fraud or fraudulent misrepresentation.

8 Access to Strawberry Field

- 8.1 Please note that your access to Strawberry Field is always subject to the usual terms that apply to any member of the public's access to the site and you must comply with any instructions or notices provided at the site from time to time, for example, in relation to health & safety requirements and the use of recording equipment.

9 Additional terms

- 9.1 Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 9.2 These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland, you can bring legal proceedings in either the Scottish or the English courts. If you live in Northern Ireland can bring legal proceedings in either the Northern Irish or the English courts.