

WELLS CATHEDRAL CARD TERMS & CONDITIONS

On applying for or purchasing a Wells Cathedral Card, you are automatically agreeing to these terms and conditions, and you are providing us with the appropriate consent to handle your personal information in accordance with data protection laws and our data protection policies. References to the “Cathedral”, “our”, “we” or “us” are references to the Wells Cathedral.

1. Card holder benefits

1.1 As a Wells Cathedral Card holder you will automatically receive a range of benefits as part of your Wells Cathedral Card holder package. The minimum card holder package will include:

- **10% off all purchases in the Wells Cathedral gift shop.**
- **10% off all purchases in The Loft, the Wells Cathedral Café.**
- **Priority Booking at selected Wells Cathedral Box Office Events.** Booking links will be emailed directly to the cardholder.
- **A free place on bookable tours of Wells Cathedral.** Which can be booked by emailing visits@wellscathedral.org.uk
- **Annual admission donation.** Your Wells Cathedral Card purchase will act as your admission donation when entering the Cathedral for the duration of the card as agreed in these terms and conditions. Any further donations whilst appreciated, are independent of the Wells Cathedral Card benefits.
- **Further Wells Cathedral Card offers and promotions throughout the year.** Wells Cathedral Card holders will be emailed directly to be informed of further offers and promotions.

1.2 We reserve the right to change the benefits that apply to the Wells Cathedral Card at any time and without prior notice. Where possible, changes to benefits will be published on the Cathedral’s website.

www.wellscathedral.org.uk/cathedral-card

1.3 We may maintain, cancel or introduce different categories of the Wells Cathedral Card from time to time. It is your responsibility to ensure that you have the most appropriate category of card to suit your personal circumstances at any time. The Cathedral is not responsible in the event that a more appropriate category of card may have been available at any time.

1.4 When writing to, or emailing, any Joint or Family card holders, or sending the monthly e-Newsletter to Joint or Family Card holders, we will only write to one addressee. We will assume that the first card holder’s contact information will be used unless the first card holder tells us otherwise.

2. Visiting as a Card holder

2.1 Card holders should bring their Wells Cathedral Card with them when they visit. Failure to produce a Cathedral card will result in no benefits being awarded.

2.2 Wells Cathedral Cards are for the named card holder(s) only. The Wells Cathedral Card may not be transferred to another person and card holders are not permitted to allow another person to use their Wells Cathedral Card.

2.3 ‘Single or Adult Card holder’ categories allow only the named card holder to receive the benefits of the Wells Cathedral card scheme. ‘Joint Card holder’ categories allow both named card holders to receive the benefits of the Wells Cathedral card scheme, either together or individually. ‘Family Card holder’ categories allow both named card holders to receive the benefits of the Wells Cathedral card scheme either together or individually, along with any other member of the household (full time or part time) who the card holder defines as a family member.

2.4 The Wells Cathedral Card is valid from the date of acceptance by the Cathedral until the date of expiry shown on the card, being not less than one year.

2.5 Online applications for Wells Cathedral Cards will be delivered within 15 working days of receipt of payment and subject to being accepted by the Cathedral.

2.6 Lost Cathedral cards will be replaced once per annum free of charge. We will charge a small administration fee for any subsequent replacement cards.

2.7 Opening hours may vary, although we will endeavour to adhere to advertised opening hours we reserve the right to change opening hours or close the Cathedral at short notice for safety, private hire, or any other reason. Please check our website before visiting. We reserve the right to restrict entry or to demand that any card holder leave a property for reasons of health or safety or if we consider that it is in the best interests of the Cathedral or our staff, volunteers or other visitors.

2.8 The Wells Cathedral Card scheme may not entitle card holders to attend special events, tours or take part in other activities in the Cathedral which require additional payment. The discounts and benefits of the Cathedral card may not be used in conjunction with other Wells Cathedral special offers or promotions unless otherwise stated.

3. Right to refuse applications

3.1 The Cathedral reserves the right to refuse any application for a Wells Cathedral Card. The Cathedral also reserves the right not to fulfil or to cancel a Wells Cathedral Card if you (or the Card holder, where you purchase the Wells Cathedral Card holder for another person) are found to be in breach of these conditions.

3.2 For Wells Cathedral Cards applied for online at www.wellscathedral.org.uk/cathedral-card, we will process your payment in-line with the option selected on the form; emailed payment link, cheque by post, or payment by phone. However, our acceptance of your application remains subject to approval of it by us. Once payment is received, your Wells Cathedral Card will be posted out, please allow 7 days from receipt of payment.

4. Price information

4.1 All quoted Wells Cathedral Card fees are for a one-year card holder subscription.

4.2 We reserve the right to increase the price of your Wells Cathedral Card subscription on an annual basis. You will be informed of any fee increase within your renewal letter.

5. Credit/Debit card payments by payment link

5.1 If we are unable to process payment from the credit/debit card via a payment link, we will contact you as soon as possible to seek alternative payment arrangements.

5.2 We strongly advise you against sending us any credit/debit card information via email. It is contrary to the rules of the Payment Card Industry (PCI) for us to accept credit/debit card payments by email and we will decline to accept payment by this means.

5.3 If you are not using your own credit/debit card to pay for a Wells Cathedral Card, you must ask permission of the credit/debit card holder before entering payment details. When you purchase a Wells Cathedral Card either online, by post or verbally, you are confirming that you have obtained the express prior permission of the credit/debit card holder.

6. Your rights to cancel

6.1 As a consumer, you have a legal right to cancel the contract formed between us (and receive a refund of the fees paid) within 14 days if you change your mind or decide for any other reason that you do not want to continue to be a Wells Cathedral Card holder.

6.2 Your legal right to cancel the contract starts from the date on which we confirm that your application for a Wells Cathedral card has been accepted or from renewal, 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. To cancel a contract in this way, you need to let us know that you have decided to cancel.

6.3 To cancel your Wells Cathedral card please email us at visits@wellscathedral.org.uk, or write to us at:

Visitor Services

West Cloister Office

Wells Cathedral

Cathedral Green

Wells BA5 2UE

6.4 If you cancel the contract in accordance with Clause 6.2, we will:

6.4.1 refund you the price you paid for the Wells Cathedral Card: and

6.4.2 make any refunds due to you as soon as possible.

6.5 After 14 days have passed you may not cancel your Wells Cathedral Card during the first year.

6.6 In the event that your Wells Cathedral Card is cancelled for any reason you must return your card to the Cathedral, and you will no longer be entitled to receive any card holder benefits.

7. Gift Card holder

7.1 Gifted Wells Cathedral Cards can only be used by the named card holder and/or card holders (subject always to the terms of the specific category of Wells Cathedral Card purchased).

7.2 The purchaser of any gifted Wells Cathedral Card warrants that he/she has the consent of the card holder to provide the card holder's personal data to the Cathedral for the purposes of administering the Wells Cathedral Card and card holder benefits.

8. Data protection and use of personal data

8.1 When you apply for a Wells Cathedral Card (and throughout the course of your card holder subscription) it will be necessary for us to obtain certain information from you (such as your name, address, telephone number and email address). We will treat this as personal data for the purposes of data protection law. The Cathedral will collect, hold, and process your personal data in accordance with our privacy policy.

www.wellscathedral.org.uk/your-cathedral/privacy-policy

9. Liability

9.1 Subject to clause 9.3, and to the extent possible by law, the Cathedral excludes all liability to Wells Cathedral Card holders or to any other third party for any loss of profit, or any special, incidental or consequential damages (however arising, including negligence) arising out of, or in connection with services, benefits and/or products supplied by the Cathedral, or any company associated with the Cathedral.

9.2 Subject to clause 9.3, the liability of the Cathedral to you is limited to the amount of your Card holder fee.

9.3 Nothing in these terms and conditions excludes liability for death or personal injury caused by the Cathedral's negligence or for fraud or fraudulent misrepresentation.

10. Queries, comments, and complaints

The Cathedral will aim to respond to any query received within three working days. This may be an acknowledgement of receipt whilst further investigations are carried out. If you have any queries or complaints, please contact the Visitor Services team:

Email: visits@wellscathedral.org.uk

Telephone: **01749 671 663**

Post: **Visitor Services
West Cloister Office
Wells Cathedral
Cathedral Green
Wells BA5 2UE**

Office hours are Monday to Friday, 9am to 5pm (excluding bank holidays).