



THE PICTON CASTLE TRUST
Ymddiriedolaeth Castell Picton

Terms and Conditions

Season Membership

The following are the Terms & Conditions applicable to Season Members and Garden Group Members. In these terms “you/r” refers to the Season or Garden Group Member, and “we/us” refers to Picton Castle Trust.

Membership

As a member you will be given free admission to Picton Castle Gardens and The Welsh Owl Garden and Zoo during normal opening hours only.

As a member you will also be in receipt of other benefits listed on your Membership Application and Welcome Letter. We reserve the right to alter and or change these benefits without prior notice.

Term

Your membership is valid for 12 consecutive months from date of issue.

Refunds

If you wish to cancel your membership please notify us in writing with 28 days of making your payment, no refunds can be given after this date.

If you are unable to use your membership with the 12 month period no refunds or transfers will be given under any circumstances.

Picton Castle Trust adheres to the Direct Debit Guarantee for all Direct Debit Payments.

Refunds may take up to 28 days to process.

Membership Application Process

All membership applications may take up to 28 days to process from receipt of application and your membership card/materials will be sent to you using second class postage. If you do not receive your membership card within one month of your application please contact us.

If you wish to change your Membership Category please contact us.

Identification

Only persons named on a season ticket may use it. You will be asked for ID at the ticket office from time to time to verify this. Please note, on a family ticket, two adults must be named, however children are not.



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Membership Cards

Memberships, Membership Cards and any associated benefits are non –transferrable and can only be used by the named Membership Cardholder. Proof of Identity may be requested at any time on presentation of your Membership Card, entry may be refused if Proof of Identity is not given.

Your Membership Card must be shown upon each visit to gain free entry, members who are unable to show their cards will be required to pay a non-refundable admission fee before they are admitted.

Lost or stolen Membership Cards will be replaced once free of charge, these cards may take up to 28 days to process. All subsequent replacements will be treated as a new Membership and a full membership fee will be charged according to the Membership Card lost/stolen.

Direct Debit Payments

All Direct Debit payments are covered by the Direct Debit Guarantee (please see mandate form). If you wish to cancel your membership, or amend your direct debit details, please contact the Picton castle office. It is advisable to cancel your direct debit with your bank directly.

Events

Membership does not entitle the card holder to free entry to ticketed events or guarantee availability of tickets.

Further Conditions

We reserve the right to refuse entry and/or membership or to revoke membership at any time without compensation if a member breaches these terms and conditions.

We reserve the right to change these terms and conditions at any time.

Abusive, threatening behaviour or damage to property will not be tolerated under any circumstances.

GDPR

In accordance with the new General Data Protection Regulation (GDPR) that comes into effect on 25th May 2018, we have updated our Privacy Notice. This can now be found on our website, or we can send a copy to you on request. We take your rights as an individual very seriously and want to reassure you that we are complying with the new Data Protection rules. As a season ticket holder you have consented for us to hold certain personal details about you. These details are held for as long as you require a season ticket and then for no longer than three years afterwards. If you have any queries please don't hesitate to contact us. If you do not currently subscribe to our newsletter but you would like to please email us on admin@pictoncastle.co.uk or call the office on 01437751326.