**The PASS & The PASS PLUS  
Terms & Conditions**

These are the terms and conditions on which we sell The PASS & The PASS PLUS tickets. Please read these Terms and Conditions carefully before you purchase membership from us as they tell you who we are and on what basis you are purchasing the membership.

If you think there is a mistake in these terms and conditions, or if anything in these terms is unclear, then please contact [sales@ironbridge.org.uk](mailto:sales@ironbridge.org.uk)

1. **These Terms**  
   These terms and conditions (Terms) apply to any purchase of The PASS or The PASS PLUS at The Ironbridge Gorge Museum Trust which entitles the holder of the ticket to certain benefits for a period of 12 months from the date of purchase.
2. **Information about us**  
   By purchasing The PASS or The PASS PLUS you are entering into an agreement with The Ironbridge Gorge Museum Trust, Coalbrookdale, Telford, Shropshire TF8 7DQ (The Ironbridge Gorge Museum Trust, we, us, our) on these Terms. Our registered VAT number is 864452802.
3. **General**
   1. The PASS or The PASS PLUS can only be used for admission by the person or people whose name(s) appear on the ticket.
   2. Any lost, stolen and/or damaged tickets should immediately be reported to [**sales@ironbridge.org.uk**](mailto:sales@castlehoward.co.uk). The first replacement ticket will be issued for free. Any subsequent reissues will be subject to payment of a £5 charge.
   3. All The PASS & The PASS PLUS (including temporary tickets) will remain the property of The Ironbridge Gorge Museum Trust.
   4. During your visit you must retain your The PASS or The PASS PLUS for production on demand by one of our representatives.
   5. The PASS & The PASS PLUS tickets are only valid for entry when the Museums are open to the public, and are not valid for entry as part of a group or school visit, or as part of any other promotion.
   6. Fast track entry is available with The PASS PLUS only at Blists Hill Victorian Town between 10am and 12noon.
   7. The PASS & The PASS PLUS are valid for 12 months from the date of purchase.
   8. The Ironbridge Gorge Museum Trust reserves the right to amend opening dates and times without prior notice.
   9. The Ironbridge Gorge Museum Trust can cancel, withdraw or alter any or all discounts and/or benefits involved with the scheme, and these Terms at our absolute discretion at any time and without prior notice.
   10. We reserve the right to revoke cards which are being used fraudulently or in the case of The PASS or The PASS PLUS holders abusing The Ironbridge Gorge Museum Trust staff, visitors or processes.
   11. We reserve the right, without liability to you, to refuse to allow you entry to The Ironbridge Gorge Museum Trust and/or to escort you from the premises if you, in our judgement, breach any of these Terms.
4. **The PASS Benefits**
   1. Admission to any of the Ironbridge Gorge Museum Trust sites, during normal opening hours.
      1. These sites are:
         1. Blists Hill Victorian Town
         2. Coalport China Museum
         3. Tar Tunnel
         4. Jackfield Tile Museum
         5. The Iron Bridge Tollhouse
         6. Museum of The Gorge
         7. Coalbrookdale Museum of Iron
         8. Enginuity
         9. Darby Houses
         10. The Old Furnace
         11. Broseley Pipeworks
   2. Unlimited daytime visits for 12 months, excluding Victorian Christmas events at Blists Hill Victorian Town.
5. **The PASS PLUS Benefits**
   1. Admission to any of the Ironbridge Gorge Museum Trust sites, during normal opening hours.
      1. These sites are:
         1. Blists Hill Victorian Town
         2. Coalport China Museum
         3. Tar Tunnel
         4. Jackfield Tile Museum
         5. The Iron Bridge Tollhouse
         6. Museum of The Gorge
         7. Coalbrookdale Museum of Iron
         8. Enginuity
         9. Darby Houses
         10. The Old Furnace
         11. Broseley Pipeworks
   2. Unlimited daytime visits for 12 months, excluding Victorian Christmas events at Blists Hill Victorian Town.
   3. 10% discount in catering outlets & shops
   4. Discount off tickets for special events
      1. See [www.ironbridge.org.uk](http://www.ironbridge.org.uk) for details about discounts
   5. Priority booking for special events
      1. See [www.ironbridge.org.uk](http://www.ironbridge.org.uk) for details about events
   6. Fast-track entry (as point 3.6. above)
   7. Free drop-in workshops & activities, as advertised at [www.ironbridge.org.uk](http://www.ironbridge.org.uk) – subject to reasonable use
6. **The PASS PLUS Benefits Conditions**
   1. Any event tickets purchased at a special The PASS PLUS rate are for card holders only. A valid membership card and event ticket must be presented on entry at the ticket office.
   2. Priority booking is for The PASS PLUS card holders only. Priority booking has limited availability and is available on a first come, first served basis.
   3. 10% discount off food & drink in all museum-owned catering outlets. No minimum spend required. The PASS PLUS must be shown at time of purchase, no retrospective discounts will be given. Discount will not be offered where external suppliers provide additional &/or alternative catering.
   4. 10% discount off all retail items in any museum-owned shop, including Victorian exhibit shops at Blists Hill Victorian Town. The PASS PLUS must be shown at time of purchase, no retrospective discounts will be given. Discount will not be offered where external suppliers provide additional &/or alternative retail offers. Discount is not valid for purchases in retail units that are operated by tenants in Fusion at Jackfield Tile Museum or Jonathan Harris Glass at Coalport China Museum.
   5. Benefits can only be redeemed when the service or offer is available. Dates and times are subject to change.
   6. Information about special offers, previews and events will be communicated via email newsletter. It is your responsibility to provide your email address and inform us of any changes.
   7. Upon expiry of your membership you will no longer be a The PASS PLUS card holder, and you will no longer be entitled to receive any The PASS PLUS benefits.
   8. The Ironbridge Gorge Museum Trust can cancel, withdraw or alter any or all benefits involved with the scheme at our absolute discretion at any time and without prior notice.
7. **Payments**
   1. If you are paying by cash or credit/debit card at the ticket office, your The PASS or The PASS PLUS is valid immediately from that day and you will be issued with your The PASS or The PASS PLUS card that day.
   2. If you are paying by cash or credit/debit card via telephone or online, we will notify you of your order number at the time of purchase. Your The PASS or The PASS PLUS card validity will commence when you collect the ticket from any of The Ironbridge Gorge Museum Trust sites. You have one month after purchase to arrange for collection of your The PASS or The PASS PLUS.
8. **Renewal**
   1. The Ironbridge Gorge Museum Trust will send you a renewal reminder by email one month before your membership is due to expire.
   2. If you paid for your membership by cash or credit/debit card you must renew your membership over the phone or in person. Your membership will be cancelled unless you renew it.
9. **Data**
   1. Each named The PASS PLUS card holder is required to have their photo taken to validate their membership. This image, along with personal details, will be held on digital systems by The Ironbridge Gorge Museum Trust.
   2. During your time as a The PASS or The PASS PLUS we will collect information about you in a variety of ways including, but not limited to
      1. when you bought your ticket
      2. each time you use your The PASS or The PASS PLUS card(s) to visit;
      3. when you make a purchase in The Ironbridge Gorge Museum Trust shops & cafés
      4. when you buy a special event ticket.
   3. You agree that personal details provided to The Ironbridge Gorge Museum Trust may be used for administrative purposes to fulfil your benefit rights and provide services to you. In some cases we work with third parties to provide certain services, and your personal details may be securely shared with them for a specific The Ironbridge Gorge Museum Trust project.
   4. You are responsible for informing us of changes to your personal details, including your postal and email address.
   5. Save as provided for above, we will never sell, rent or exchange your details with any other organisation.
   6. You may opt-out of communications from us, although they form part of your The PASS PLUS benefits. If you wish to opt-out of communications from The Ironbridge Gorge Museum Trust please inform us via sales@ironbridge.org.uk. You can also unsubscribe from The Ironbridge Gorge Museum Trust emails via the unsubscribe link at the bottom of all emails sent to you.
   7. We will only process your personal data in accordance with the provisions of the Data Protection Act 1998 (as amended or superseded from time to time).
10. **Our responsibility for loss or damage suffered by you**
    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 membership.
    2. We are not liable for business losses. We only supply The PASS and The PASS PLUS for private use. If you use these tickets 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.
11. **Your right to cancel – for online and phone purchases only**
    1. As a consumer, if you purchase your membership online or over the phone, 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 membership.
    2. Your legal right to cancel the contract starts from the date on which we confirm that your application for membership 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.
    3. To cancel a contract for The PASS or The PASS PLUS, you must contact us via email at [**sales@ironbridge.org.uk**](mailto:sales@ironbridge.org.uk) or by writing to Ticket Sales, The Ironbridge Gorge Museum Trust, Coalbrookdale, Telford, Shropshire TF8 7DQ.
    4. 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.
    5. Please note: if you cancel the contract in accordance with these Terms we are permitted by law to charge you for the period of time (if any) that the ticket was used 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 ordinary adult day price for each day that you (and any other person) attended The Ironbridge Gorge Museum Trust using the ticket/s prior to cancellation.
    6. 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 membership, less any deductions made in accordance with clause 11.5. We will make any refund due as soon as possible.
    7. If we have not received payment at the point we are notified of your cancellation we shall invoice you for any money owed.
    8. Other than as set out in this clause 11, The PASS and The PASS PLUS are non-refundable and non-transferable.
12. **Questions and complaints**
    1. If you have any questions or complaints about The PASS or The PASS PLUS please contact us by telephoning 01952 435900 or by writing to us at [**sales@ironbridge.org.uk**](mailto:sales@ironbridge.org.uk )or Ticket Sales, The Ironbridge Gorge Museum Trust, Coalbrookdale, Telford, Shropshire TF8 7DQ.
13. **Other important terms**
    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.
    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).