

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 tickets from us as they tell you who we are and on what basis you are purchasing the tickets.

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

1. These Terms

These terms and conditions (Terms) apply to any purchase of The PASS or The PASS PLUS from The Ironbridge Gorge Museum Trust Limited 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 ticket or The PASS PLUS ticket you are entering into an agreement with The Ironbridge Gorge Museum Trust Limited, Coalbrookdale, Telford, Shropshire TF8 7DQ (The Ironbridge Gorge Museum Trust, we, us, our) on these Terms. Our registered VAT number is 864452802.

3. General

- a. The PASS or The PASS PLUS can only be used for admission by the person or people whose name(s) appear on the ticket.
- b. Any lost, stolen and/or damaged tickets should immediately be reported to sales@ironbridge.org.uk. The first replacement ticket will be issued for free. Any subsequent reissues will be subject to payment of a £5 charge.
- c. The PASS & The PASS PLUS tickets (including temporary tickets) will remain the property of The Ironbridge Gorge Museum Trust.
- d. The Ironbridge Gorge Museum Trust museum sites (Museum Sites) are Blists Hill Victorian Town; Coalport China Museum; Jackfield Tile Museum; The Iron Bridge Tollhouse; Museum of The Gorge; Coalbrookdale Museum of Iron; Enginuity; The Old Furnace.
- e. Special Events are listed on our website and include, but are not limited to, Victorian Christmas, Fireworks and Halloween events.
- f. During your visit you must retain your The PASS ticket or The PASS PLUS ticket for production on demand by one of our representatives.
- g. The PASS and The PASS PLUS tickets are only valid for entry when the Museum Sites 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 or special event.
- h. The PASS ticket and The PASS PLUS ticket are valid for 12 months from the date of purchase.
- i. We reserve the right to amend opening dates and times without prior notice.
- j. We reserve the right to 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.

- k. We reserve the right to revoke tickets which are being used fraudulently or in the case of The PASS or The PASS PLUS ticket holders abusing our staff, visitors or processes.
- l. We reserve the right, without liability to you, to refuse to allow you entry to our Museum Sites and/or to escort you from our premises if you, in our judgement, breach any of these Terms.

4. The PASS Benefits

- a. The PASS ticket includes admission to any of the Museum Sites, during normal opening hours.
- b. Admission to Special Events is not included.
- c. Unlimited daytime visits when the Museum Sites are open for 12 months from the date of purchase, excluding Victorian Christmas events at Blists Hill Victorian Town.

5. The PASS PLUS Benefits

- a. The PASS PLUS ticket includes admission to any of the Museum Sites, during normal opening hours.
- b. Admission to Special Events is not included.
- c. Unlimited daytime visits when the Museum Sites are open for 12 months from the date of purchase, excluding Victorian Christmas events at Blists Hill Victorian Town.
- d. 10% discount in catering outlets and shops at Museum Sites subject to clause 6 (d).
- e. Free parking at our car parks (for Adult and Family PASS PLUS only).
- f. Discount off tickets for Special Events. See www.ironbridge.org.uk for details about discounts.
- g. Priority booking for Special Events. See www.ironbridge.org.uk for details about Special Events.
- h. Fast track entry is available with The PASS PLUS ticket only at Blists Hill Victorian Town between 10am and 12noon.

6. The PASS PLUS Conditions

- a. Any discounted tickets for Special Events purchased by a The PASS PLUS ticket holder are for that named ticket holder only. A valid PASS PLUS ticket and event ticket must be presented on entry at the ticket office at our Museum Sites.
- b. Priority booking is for The PASS PLUS ticket holders only. Priority booking has limited availability and is available on a first come, first served basis.
- c. 10% discount off food and drink in all catering outlets at Museum Sites. No minimum spend required. The PASS PLUS ticket must be shown at time of purchase and no retrospective discounts will be given. Discount will not be offered where external suppliers provide additional and/or alternative catering.
- d. 10% discount off all retail items in any museum-owned shop, including Victorian exhibit shops at Blists Hill Victorian Town. The PASS PLUS ticket must be shown at time of purchase, no retrospective discounts will be given. Discount will not be offered where external suppliers provide additional and/or alternative retail offers. Discount is not valid for purchases in retail units that are operated by third parties in Fusion at Jackfield Tile Museum or Jonathan Harris Glass at Coalport China Museum.
- e. Terms and conditions apply to free parking for PASS PLUS ticket holders:
 - i. PASS PLUS ticket holders must use the parking machines. On arrival at the admissions desk at any of our Museum Sites the ticket holder will receive a voucher that they must scan at the parking machine before they leave. It will not

be possible to cancel penalty notices sent to PASS PLUS ticket holders who do not scan their voucher before departure.

- ii. The parking voucher issued by the admissions desk is valid for that day only.
 - iii. Free parking for PASS PLUS ticket holders is only during museum opening hours between 8am and 6pm. Charges will apply for use of our car parks outside of opening hours.
 - iv. Free parking for PASS PLUS ticket holders is only valid on our car parks. For example, it is not valid on the car park outside the Museum of the Gorge, which does not belong to IGMT.
 - v. Free parking is not provided to PASS PLUS ticket holders for evening or ticketed Special Events.
 - vi. Free parking is only available for those with an Adult or Family PASS PLUS ticket.
- f. Benefits can only be redeemed when the service or offer is available. Dates and times are subject to change.
 - g. 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.
 - h. Upon expiry of your ticket you will no longer be a The PASS PLUS ticket holder and you will no longer be entitled to receive any of The PASS PLUS benefits.
 - i. We reserve the right to cancel, withdraw or alter any or all benefits involved with the scheme at our absolute discretion at any time and without prior notice.

7. Renewal

- a. We will send you a renewal reminder by email one month before your ticket is due to expire.
- b. If you paid for your ticket by cash or credit/debit card you must renew your ticket over the phone or in person. Your ticket will be cancelled unless you renew it.

8. Data

- a. Each named The PASS PLUS ticket holder is required to have their photo taken to validate their ticket. This image, along with personal details, will be held on digital systems by us.
- b. During your time as a The PASS or The PASS PLUS ticket holder we will collect information about you in a variety of ways including, but not limited to
 - i. when you bought your ticket;
 - ii. each time you use your The PASS or The PASS PLUS ticket to visit;
 - iii. when you make a purchase in our shops and cafés;
 - iv. when you buy a Special Event ticket.
- c. You agree that personal details provided to us 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.
- d. You are responsible for informing us of changes to your personal details, including your postal and email address.
- e. Save as provided for above, we will never sell, rent or exchange your details with any other organisation.

- f. 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.
- g. 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).

9. Our responsibility for loss or damage suffered by you

- a. 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 ticket.
- b. 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.

10. Your right to cancel – for online and phone purchases only

- a. 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.
- b. 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.
- c. To cancel a contract for The PASS or The PASS PLUS, you must contact us via email at sales@ironbridge.org.uk or by writing to Ticket Sales, The Ironbridge Gorge Museum Trust, Coalbrookdale, Telford, Shropshire TF8 7DQ.
- d. 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.
- e. 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.
- f. 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 10 (e). We will make any refund due as soon as possible.
- g. If we have not received payment at the point we are notified of your cancellation we shall invoice you for any money owed.
- h. Other than as set out in this clause 10, The PASS and The PASS PLUS are non-refundable and non-transferable.

11. Questions and complaints

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 or Ticket Sales, The Ironbridge Gorge Museum Trust, Coalbrookdale, Telford, Shropshire TF8 7DQ.

12. Other important terms

- a. 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.
- b. 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).