



the Charterhouse

Membership terms and conditions

Sutton's Hospital in Charterhouse ("The Charterhouse") is a charity registered in England (registered number: 207773) at Charterhouse Square, London, EC1M 6AN.

On applying to become a Member of the Friends of the Charterhouse scheme 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 Charterhouse", "we" or "us" in these terms and conditions are references to Sutton's Hospital in Charterhouse. References to "you" or "your" generally refer to any person buying membership for their own use or for someone else's use, or to any person making use of membership that was bought for them by someone else.

Our acceptance of your application will bring into force a legally binding contract between us and these terms and conditions will form the basis of that contract through which the Charterhouse will deliver a service to you as a Member of the Friends scheme. Where you apply for Gift Membership for someone else, we will deliver these services to the person named in your application.

1. Contact information

By joining the Charterhouse as a Friend, you agree to the Charterhouse using your details to process and manage your Membership and to provide you with Membership services. This will include notifying you (by post, email or telephone) when there are changes to your Membership scheme, or when your Membership is due for renewal. The Charterhouse will also keep in touch with you to share relevant news relating to Membership, events, services and fundraising.

You can manage your communication preferences at any time or unsubscribe from mail or emails by notifying us by email to development@thecharterhouse.org.

The Charterhouse will use your personal information in accordance with data protection legislation in force. The Charterhouse's Privacy Policy can be accessed here: <https://thecharterhouse.org/about-us/privacy-policy/>.

We take your privacy seriously and we will not share your personal information with third parties for marketing purposes without your consent.

The Charterhouse will store your personal information for a period of time as outlined in our Records Retention Policy 2018, which can be found here: <https://www.thecharterhouse.org/wp-content/uploads/2018/04/Records-Retention-Policy-2018-2.pdf>

The Charterhouse may occasionally contact lapsed and cancelled Members who have signed up to receive marketing communications from the Charterhouse by email, mail or phone. If lapsed or cancelled Members prefer not to be contacted for this purpose, they should notify us by email to development@thecharterhouse.org.

You may also contact our Membership Team by mail or phone at:

The Charterhouse
Charterhouse Square
London
EC1M 6AN
T: 020 7253 9503

2. Your membership

The Charterhouse Friends scheme offers a range of Membership benefits (as per section 6 below).

On payment of an annual fee, your Membership will last for 12 months from the date of payment.

The Charterhouse reserves the right in its absolute discretion to change the Membership Fee each year and will notify Members of changes ahead of annual renewals.

Subject to your statutory rights to cancel, a Membership fee shall not be refunded.

The Charterhouse reserves the right to offer time-limited discounts or incentives on Membership subscriptions from time to time. These will only be available to Members joining or renewing within the time frame specified.

3. Membership payments

When you chose to become a Member of the Friends of the Charterhouse, you agree to authorise payment via our payment service.

If you request the Charterhouse to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment by our payment service, you are entitled to a full and immediate refund of the amount paid.

4. Credit/Debit card payments

The credit/debit card information you provide us for a Membership transaction is used solely for the purpose of processing that Membership transaction. We do not retain these details.

5. Direct Debit payments

If there are any changes to the amount, date or frequency of your Direct Debit, we will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If we request to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error has been made in the payment of your Direct Debit by us or your bank/building society, you are entitled to a full and immediate refund of the amount erroneously paid from your bank or building society. If you receive a refund in an amount you are not entitled to, you must pay it back when requested to do so by us.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. We would be grateful if you also notify us using the contact methods set out above.

6. Membership benefits

The Charterhouse offers a range of benefits to members of its Friends scheme, listed on the website: <https://thecharterhouse.org/support-us/become-friend-charterhouse/>

The Charterhouse may review the benefits on offer and reserves the right to make changes. We will communicate these changes to Friends in advance by email, mail, and on our website.

To redeem Membership benefits related to events, Members must apply for tickets before the event unless otherwise specified. To secure a booking for an event, members must apply in advance as per instructions on the invitation. Tickets are awarded on a first come first served basis. Popular events may have restrictions on the number of tickets a Member can purchase.

To book the Guest Room, Members must contact the Development office preferably via email at development@thecharterhouse.org. Bookings are subject to availability and to the Guest Room's Terms & Conditions, available here: <https://thecharterhouse.org/wp-content/uploads/2023/06/Guest-Room-Bookings-Guest-Instructions.pdf>.

7. Renewal notifications and expiry of membership

Members will be sent a renewal notice in the month before their expiry date.

Members who pay their renewal fee late, but no more than three months after their renewal due date, will have their Membership renewal backdated to the renewal due date, to ensure there is no break in Membership cover, so that benefits can continue to be enjoyed seamlessly.

Any unused Membership benefits will expire at the end of the Membership period and cannot be carried forward into subsequent years.

A Member must notify the Charterhouse of any change of address and contact details for communication as soon as is possible. The Charterhouse will not be responsible for losses of any kind, including loss of benefits, that may arise as a result of the failure of a Member to advise the Charterhouse of a change of address or contact details.

8. Termination of membership

Membership shall be terminated (i) if payment of any Membership fee has not been received by the Charterhouse within three months of the due date; or (ii) if after considering a complaint concerning the conduct of an individual Member the Membership team is of the view that Membership should be terminated.

9. Gift Membership

Gift Membership can only be used by the named Member(s) (subject always to the terms of the specific category of Membership purchased).

The purchaser of any Gift Membership warrants that he/she/they has the consent of the Member to provide the Member's personal data to the Charterhouse for the purposes of administering the Membership and Membership benefits.

10. General

The Charterhouse reserves the right to revise these terms and conditions and the substance of the membership. Current terms and conditions apply to all Memberships regardless of their contract start date.