

## **TERMS AND CONDITIONS RELATING TO MEMBERSHIP SCHEME AT V&A DUNDEE (DESIGN DUNDEE LIMITED)**

Last updated 13 January 2026

Legal information:

### **1. DEFINITIONS**

In these terms and conditions, the following words shall have the meanings set out below:

<b>“Confirmation”</b>	Means the Confirmation email sent to you by V&A Dundee under clause 4.2.3 acknowledging your purchase and setting out the details of your booking.
<b>“Individual Membership”</b>	Means a Membership issued to a single named Member and includes one issued card.
<b>“Member”</b>	Means supporters of V&A Dundee who purchase Membership.
<b>“Membership”</b>	Means the annual paid-for subscription Membership package and the auto renew subscription Membership package offered by V&A Dundee which entitles you to Membership Benefits for one year from the date of activation which, for Members on an auto renew subscription Membership package, will auto renew for the Membership Period until otherwise terminated in accordance with these terms and conditions.
<b>“Membership Benefits”</b>	Means those benefits listed in clause 3.1.
<b>“Membership Card”</b>	Means a personal card that will be issued to Members.
<b>“Gift Membership”</b>	Means a gift voucher issued solely by V&A Dundee which is only applicable to the purchase of Membership.
<b>“Membership Period”</b>	Means a twelve (12) month period from the date of purchase of the Membership.
<b>“Online Membership Form”</b>	Means the series of pages for the purchase of Membership set out on the V&A Dundee website.
<b>“Plus 3 Guests Membership”</b>	Means a Membership issued to a single named Member which allows up to three guests to enter V&A Dundee in addition to the named Member and includes one issued card.

<b>“Plus Guest Membership”</b>	Means a Membership issued to a single named Member which allows any guest to enter V&A Dundee in addition to the named Member and includes one issued card.
<b>“Renewal Period”</b>	Means the twelve (12) months following autorenewal.
<b>” V&amp;A Dundee” or “we” or “our”</b>	Dundee Design Limited whose registered and principal trading address is Whitehall House, 33 Yeaman Shore, Dundee, DD1 4BJ. Registered in Scotland company number SC370598. Registered charity number SC041219. VAT registration number 195521981, trading as “V & A Dundee”.

## **2. GENERAL**

- 2.1. These terms and conditions relate to the purchase and supply of Memberships and Membership Cards in person, over the phone and via the V&A Dundee website. Please read these terms and conditions carefully before purchasing any Memberships as by purchasing a Membership, you accept that these terms and conditions will form the contract between us.
- 2.2. Nothing in these terms and conditions is intended to affect your statutory rights.

## **3. MEMBERSHIP BENEFITS AND RESTRICTIONS**

- 3.1. Members will be provided with a Membership Card which will entitle Membership Cardholders to:
  - 3.1.1. free entry to all V&A Dundee exhibitions;
  - 3.1.2. 10% discount in V&A Dundee retail outlets, excluding alcohol;
  - 3.1.3. 10% off food and drink in the museum café and restaurant;
  - 3.1.4. regular updates via e-mail; and
  - 3.1.5. 25% discount to exhibitions at V&A South Kensington, Cromwell Road, London, SW7 2RL (“V&A South Kensington”).
- 3.2. V&A Dundee reserve the right to make minor changes to the Membership Benefits at any time without prior notice, although every effort will be made to inform Members of any changes as soon as practicable.
- 3.3. Members holding Individual Membership and Plus Guest Membership may upgrade their Membership at any time.

- 3.4. Membership Cards must only be used by the Member and are not transferable.
- 3.5. Members must show their Membership Card whenever they visit V&A Dundee and V&A South Kensington. Members may be asked for proof of identity (e.g. driving license, passport) at any time. Membership cards cannot be used by anyone other than the Member. Use of Membership Cards by third parties will result in confiscation of the Membership Card, withdrawal of the Membership and termination of the terms and conditions by V&A Dundee.
- 3.6. Where a Membership permits guest access to V&A Dundee, the Member must be present to admit a guest.
- 3.7. V&A Dundee reserve the right to charge a small fee for any replacement of lost or stolen Membership Cards.
- 3.8. Priority access to public events may vary depending on the event and is subject to availability.
- 3.9. All visitors to V&A Dundee are required to comply with the **visitor charter** which can be found on V&A Dundee website and in the V&A Dundee. Any individual in breach of this will be asked to leave the V&A Dundee. V&A Dundee shall have the sole discretion to cancel the Membership of an individual who is in breach of the visitor charter and shall not be required to refund any of the fee paid for the Membership.

#### **4. ADDITIONAL PROVISIONS APPLYING TO MEMBERSHIP PURCHASED ON THE V&A DUNDEE WEBSITE**

- 4.1. V&A Dundee will only provide these terms and conditions in English.
- 4.2. If you choose to purchase a Membership online via the V&A Dundee website, your contract with V&A Dundee will be concluded as follows:
  - 4.2.1. completion and submission of the Online Membership Form shall constitute an offer by you to purchase Membership subject to these terms and conditions. You can correct any mistakes you make when filling out the Online Membership Form at any point before submitting it;
  - 4.2.2. once you submit the Online Membership Form, V&A Dundee will check that you have completed all parts of the Online Membership Form and confirm that you have sufficient funds to cover the total cost of Membership. Upon confirmation of these details, V&A Dundee will then charge your credit or debit card accordingly or debit your account if you have chosen to pay via recurring payment. This in itself does not constitute acceptance of your offer;
  - 4.2.3. once payment has been taken, an onscreen Confirmation will be displayed, and V&A Dundee will send you a Confirmation as soon as possible. This Confirmation shall constitute V&A Dundee acceptance of your booking. A Contract will be

formed once you have received the Confirmation;

4.2.4. if V&A Dundee received a prompt notification that the Confirmation was not delivered successfully, then V&A Dundee will use reasonable endeavours to notify you of its acceptance and the details of your booking by other means.

4.3. Details of all contracts concluded online (including the method of payment but not the card details) will be kept on file by V&A Dundee.

4.4. You are entirely responsible for entering your details correctly on the Online Membership Form. By submitting an Online Membership Form, you warrant to V&A Dundee that all details supplied by you are true and accurate.

4.5. The website **<https://www.vam.ac.uk/dundee>** is owned and operated by V&A Dundee.

## **5. PRICE, PAYMENT, RENEWAL, REFUNDS AND UPGRADES**

5.1. The price (including all taxes where relevant) of Memberships are specified on V&A Dundee website.

5.2. Subject to clause 5.7, the period of validity of any Membership is one year from the date of issue.

5.3. The price (including all taxes where relevant) of Membership booked over the phone, in person or by post are as displayed on V&A Dundee website or will be provided to you at the time of purchase.

5.4. For bookings made online on the V&A Dundee website, V&A Dundee accepts payment by MasterCard, Visa, American Express, Gift Membership and continuous authority.

5.5. For purchases made over the phone, via email, in person, or by post, V&A Dundee accepts payment by MasterCard, Visa, American Express, gift voucher, BACS, cheque and continuous authority.

5.6. If your Membership is being paid for using a third-party credit/debit card you must provide V&A Dundee with written authorisation from the card holder if requested at any time by V&A Dundee.

5.7. Renewals: All Memberships, with the exception of Gift Memberships, will be eligible to be enrolled into an autorenewal process using continuous authority. We shall include information about autorenewal at the point of purchase and issue a reminder via email ahead of the renewal date. If you opt for an autorenewal Membership, the following will apply:

- 5.7.1. When each Membership Period approaches an end, V&A Dundee will send you three renewal reminders prior to your Membership Period ending; the first reminder will be sent 30 days prior to your Membership Period ending, the second reminder will be sent 14 days prior to your Membership Period ending and the third reminder will be sent 7 days prior to your Membership Period ending. If you do not wish to renew your Membership you must inform V&A Dundee at the earliest opportunity and at least 5 days before the end of your Membership Period otherwise your Membership will automatically be renewed.
- 5.7.2. Your Membership will automatically renew each year unless you cancel the autorenewal or there is a payment failure. You can cancel autorenewal by emailing **memberships@vandadundee.org** or accessing your account at **www.vam.ac.uk/dundee/account** any time before your Membership expiry date or by letting us know in person. If you pay for your Membership by recurring card payment, email us on **memberships@vandadundee.org** to cancel it.
- 5.7.3. You will be permitted to cancel your Membership within the first fourteen (14) days of the Membership Period provided that you clearly state your intention to do so to us (the “Cooling-Off Period”).
- 5.7.4. You will be permitted to cancel your Membership which has autorenewed within the first fourteen (14) days of each Renewal Period provided that you clearly state your intention to do so to us (the “Renewal Cooling-Off Period”).
- 5.7.5. By using your Membership during the Cooling-Off Period or the Renewal Cooling-Off Period, you hereby expressly request the use of your Membership during the Cooling-Off Period or the Renewal Cooling-Off Period as applicable and acknowledge that any right to refund will be lost. It will be at the full discretion of the V&A Dundee, in compliance with its legal obligations as to whether a partial refund will be given, based on the level of use of the Membership during the Cooling-Off Period or the Renewal Cooling-Off Period prior to cancellation.
- 5.8. Renewal by cash, cheque, and credit/debit card: When each Membership Period approaches an end, V&A Dundee will send you renewal reminders, and your Membership will lapse unless a further Membership Fee payment is received from you.
- 5.9. Upgrading Membership: If you’d like to upgrade your Membership, please email **memberships@vandadundee.org**.
- 5.9.1. If you have more than eight weeks before expiry, you'll be charged a one-off upgrade payment for the difference in price and the new upgraded Membership will be active for the remainder of your current Membership period.
- 5.9.2. If you have less than eight weeks before the expiry of your current Membership period you can upgrade your renewing Membership. You will be charged the total new membership fee and your new upgraded Membership will begin when your current one expires. All upgrades will be processed as auto renewing Memberships. It is not possible to upgrade and remain on the one-off payment

types.

#### 5.9.3. Upgrading a ticket to Membership

The cost of ticket(s) to our charging exhibitions can be redeemed against the cost of Membership, referred to as a ticket upgrade, for up to 7 days from date of ticket purchase.

5.9.4. Value of one or two purchased tickets can be applied to an Individual Membership, a Plus Guest Membership or a Plus 3 Guests Membership.

5.9.5. This offer is available in museum or by contacting  
**memberships@vandadundee.org.**

5.9.6. All Memberships purchased via ticket upgrade will have the option to be entered into autorenewal process as outlined in section 5.7.

#### 5.10. Gift Memberships

Gift Memberships are applicable only to the cost of purchasing a Membership at V&A Dundee.

5.10.1. Gift Memberships are non-refundable and non-transferable, they cannot be exchanged against any other product, ticket or event at V&A Dundee.

5.10.2. Gift Memberships are valid for 12 months from date of purchase. V&A Dundee will not honour the value of a Gift Membership once the period of 12 months has passed.

### 6. DELIVERY OF MEMBERSHIP CARDS

6.1. Delivery of Membership Cards will be via post unless otherwise stated or requested.

6.2. You can choose to collect your Membership Card(s) from V&A Dundee information desk.

### 7. REFUND AND EXCHANGE POLICY FOR MEMBERSHIP

V&A Dundee shall not be obliged to refund your Membership after purchase.

7.1. V&A Dundee will not refund Memberships in part or full but, subject to clause 5.7.5, will honour refunds of Memberships which are cancelled within the Cooling-Off Period or the Renewal Cooling-Off Period.

7.2. The cost of any Membership is not applicable for exchange against any other product, event or ticket at V&A Dundee.

7.3. Gift Memberships are non-refundable.

## **8. TERMINATION**

We will tell you when and how you can end an on-going contract with us during the Membership purchase process, and we will confirm this information to you in writing after we've accepted your Membership request. If you have any questions, please contact our Membership team by email at **memberships@vandadundee.org** or by phone on **+44 (0)1382 411 660**.

If you think that there is something wrong with your Membership, you must contact our Membership team by email at **memberships@vandadundee.org** or by phone on **+44 (0)1382 411 660**.

## **9. ALTERATIONS**

9.1. All Memberships are sold subject to V&A Dundee's right to make any alterations in content or details advertised on V&A Dundee website or other appropriate location.

9.2. V&A Dundee reserves the right to make alterations to the content or details of any exhibition or event.

## **10. LIABILITIES OF V&A DUNDEE**

10.1. Subject to clause 10.3 below, V&A Dundee will only be liable to you for direct and foreseeable losses arising as a result of:

10.1.1. a breach of these terms and conditions by V&A Dundee; or

10.1.2. any negligent act by V&A Dundee arising under or in connection with these terms and conditions.

10.2. The V&A Dundee total liability under clause 10.1 above shall be limited to the value of the Membership.

10.3. Nothing in this clause 10 excludes or limits the liability of V&A Dundee for death, personal injury or fraud.

10.4. If the ability to use your Membership is interrupted by an event outside our control, such as earthquake, floods, cyclones, fire, storms, disease, pandemic, epidemic, fog, snow, frost, war, accidents, acts of public enemies, strikes, embargoes, perils of the air, local disputes and civil commotions, we shall contact you as soon as possible to let you know and do what we can to reduce the interruption. As long as we do this, we won't compensate you for the interruption, but if the interruption is likely to be substantial you can contact the Membership team by email at **memberships@vandadundee.org** or by phone on **+44 (0)1382 411 660** to end the contract.

10.5. V&A Dundee will not be liable for any losses incurred by you in connection with your use of V&A Dundee's website, for any delay in using or your inability to use the website, for any information or Membership obtained through the website or for any material posted to the website by V&A Dundee or by users of the website.

## **11. DATA PROTECTION**

V&A Dundee will collect, use, store and disclose your personal details in accordance with our privacy policy which can be accessed from the V&A Dundee website.

Members should inform V&A Dundee of any changes to contact details.

V&A Dundee cannot be responsible for customers missing updates and information if we have not been provided with the correct information.

## **12. CONTACT AND COMPLAINTS**

If you need to contact V&A Dundee or if you wish to complain about your experience purchasing Membership, you can do so using any of the following methods:

- Email: **[memberships@vandadundee.org](mailto:memberships@vandadundee.org)**
- Phone: **+44 (0)1382 411 660**
- Post: V&A Dundee, 1 Riverside Esplanade, Dundee, DD1 4EZ

## **13. ENTIRE AGREEMENT**

All the terms of any contract are contained or are referred to within these terms and conditions.

## **14. SEVERABILITY**

If a court or authority decides that some of these terms are unlawful, the rest will continue to apply.

## **15. SAFETY AND ENJOYMENT**

15.1. V&A Dundee reserves the right to refuse admission and may request any Members to leave (taking any such appropriate action to enforce this right) if it considers it to be necessary or desirable to do so.

15.2. V&A Dundee reserves the right to limit items which may be brought into the Museum and to search bags, and persons before granting entry. Persons entering the Museum agree to such searches and V&A Dundee reserves the right to refuse entry to, or to eject from the Museum, anyone refusing to submit to such a search.



15.3. Food and drink are not permitted in V&A Dundee exhibition spaces.

15.4. Please note that special effects including but not limited to; smoke effects, strobe lighting, lasers and loud music are occasionally used in exhibitions, details of which will be posted outside the exhibition entrance and on the specific event page on the V&A Dundee website.

## **16. THIRD PARTIES**

These terms and conditions are between V&A Dundee and you. Nobody else can enforce them (other than someone you gave a Membership to as a present) and neither of us will need to ask anybody else to sign-off on ending or changing them.

## **17. GOVERNING LAW AND JURISDICTION**

These terms and conditions are governed by Scottish law and wherever you live you can bring claims against us in Scotland. If you live in England, Wales or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.