

Terms & Conditions

The following **Terms & Conditions** apply for National Trust of South Australia Membership and Events

If you have any further questions, please contact either members@nationaltrustsa.org.au or events@nationaltrustsa.org.au

By purchasing a membership or entering our premises, each person agrees to be bound by the following **Terms and Conditions**.

- 1) To join the National Trust of South Australia (NTSA) an individual must provide a legal name and valid residential address within South Australia, current phone number and email address.
- 2) Access to membership benefits starts from the purchase date.
- 3) Family memberships must have one primary contact who takes responsibility for providing accurate information regarding the secondary member and up to five (5) children from within that household.
- 4) The primary member (regardless of category) is responsible for ensuring the details of their NTSA membership are accurate at all times.
- 5) Members must pay:
 - either a one(1) year,
 - or
 - a three(3) year payment, and
 - no joining fees are payablebefore their membership is valid for use.
- 6) A Free digital membership is offered for a period of one (1) year and provides access to online and digital benefits only.

This membership does not include a physical membership card, a hard-copy of the magazine, or other printed materials or any voting rights.

Upon expiration, the membership will automatically end unless upgraded to a paid membership tier.
- 7) NTSA reserves the right to have complete discretion whether to accept or reject an application for membership, with no explanation required by the NTSA as to their reasoning.
- 8) Benefits of membership will change from time to time, however, will include:
 - National Trust of South Australia magazine
 - Monthly member electronic Direct Marketing notifications alerting members to new offers and upcoming exhibitions and events
 - Voting rights for NTSA annual AGM (either in person or by proxy)
 - Free or discounted entry to National Trust properties across South Australia and interstate
 - Free or discounted entry to International National Trust properties within the National Trust portfolio.
 - Exclusive invitations to Members Only Events, not available to the general public
 - Exclusive discounts on merchandise purchased at NTSA gift shops (conditions apply)
- 9) It is important to note that properties of the NTSA, national and international properties may change from time to time and will be closed to the public. Membership will not ensure access to these closed properties.

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- 10) On occasions, due to extreme weather, fire danger or exclusive property hire NTSA properties may be closed.
When these occasions occur, every reasonable effort will be made to provide notice of such closures through the NTSA social media account.
- 11) Membership benefits and discounts are only available upon the presentation of a valid membership card (physical or digital) or any online purchase submission of a validated, current Member number.
- 12) Membership is non-transferable and must only be used by the named Member on the card.
- 13) The NTSA reserves the right to request proof of identification or proof of valid concession or senior documentation when creating or updating membership details.
- 14) To be eligible for concession membership, the Member must hold and be able to present upon request, a valid Australian Pensioner Concession Card, full-time school or tertiary institution card, Healthcare card or a Disability Pension Card.
In addition, eligibility is granted for those holding a Seniors Card or Seniors Business Discount Card.
- 15) Holders of a South Australian Companion Card may accompany a NTSA member and receive either free or discounted entry to the event, property, tour or exhibition attended by the valid member being cared for. For further information please refer to sa.gov.au website
- 16) Members may cancel their membership at any time through written notice provided to NTSA at members@nationaltrustsa.org.au
- 17) Upon receipt of a membership cancellation request, the NTSA will immediately cancel the membership provision (along with included benefits) and send through email confirmation of this action to the relinquished member or executor.
- 18) Cancellation of membership will not result in any refund, pro-rated or otherwise.
- 19) Purchasing of free or discounted tickets (for any utilisation of the NTSA products) will require the member to agree to the NTSA Events Ticketing Terms & Conditions at time of purchase.
- 20) Reproduction of a NTSA membership card in any form is strictly prohibited.
- 21) The NTSA may terminate a membership if a Member fails to comply with these Terms and Conditions or the misusing of Membership privileges fails to comply with the NTSA Ticketing Terms & Conditions upon purchase or entry at properties.
- 22) A National Trust of South Australia membership will be considered 'lapsed' if not renewed by the expiry date.
- 23) The expiry date of an annual Membership subscription cannot be suspended or extended past the expiry date stipulated on the Membership.
- 24) The NTSA reserves the right to adjust membership prices without notification.
- 25) The NTSA reserves the right to adjust or make changes to these Terms & Conditions in accordance with the Rules of the Association.
- 26) The NTSA reserves the right to change membership benefits where necessary without prior notice.
- 27) Upon joining the National Trust of South Australia membership, you will be asked to affiliate your membership with your local branch who will keep you updated on local and regional heritage issues.
- 28) By purchasing NTSA membership, members will automatically be opting-in to receive email communications from the organisations.
- 29) Members may opt-out of email communications at any time by contacting members@nationaltrustsa.org.au

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30) Any Gift Memberships are non-refundable.

CONDITIONS OF ENTRY

- 1) The right of admission is reserved, and we reserve the right to exclude or remove the public or any other person from any building, or part of any building, managed or controlled by the National Trust of South Australia.
- 2) In particular, we reserve the right to refuse entry to, or to remove from, any persons who are drunk or disorderly or whose conduct is unlawful or offensive or who is not entitled to attend an event.
- 3) Any person who causes a disturbance or who refuses to comply with reasonable requests, or if National Trust of South Australia is unable to provide appropriate level of service, management may remove any person from the property.
- 4) Unauthorised persons are prohibited from entering National Trust of South Australia properties and any other area not accessible by the public.
- 5) Patrons must not wear or display commercial, political, religious or offensive signage or logos, sell any goods or services or give away political, religious, advertising or promotional materials without the prior written approval of National Trust of South Australia management.
- 6) Wear footwear at all times which will protect you against injury. Patrons who are, in the opinion of management, offensively attired or whose attire may cause a hazard or compromise safety may also be refused entry into National Trust of South Australia properties.
- 7) Bags and other items may be subject to inspection and patrons may be searched.
- 8) Patrons who refuse inspections or searches may be denied entry to National Trust of South Australia properties.
- 9) Items which, in the opinion of management, have the potential to cause injury or a nuisance or inconvenience to any other person will not be permitted into National Trust of South Australia properties.

Some of these include

- a) controlled, dangerous or illegal substances
- b) bottles
- c) flares, fireworks
- d) laser pointers
- e) loud hailer, horns, vuvuzelas, *and*
- f) weapons of any description

It can or may include

- g) certain musical instruments
- h) flags and flagpoles, or
any other items considered by management to have the potential to cause injury or a nuisance or inconvenience to any other person.
- 10) Alcoholic beverages must not be taken on to or out of the premises.
- 11) It is an offence for minors to purchase or consume alcohol or for persons to supply alcohol to minors.
- 12) Patrons are not permitted to transmit, broadcast, sell, license or otherwise publish, disseminate or reproduce any recordings (including, without limitation, photographic, video or sound recordings) of the event without the prior written approval of management. Such recordings may be confiscated

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- or erased. Any recordings or recording devices which are confiscated will become the property of the management.
- 13) Patrons assume all risk of any damage or loss (including property damage, personal injury, economic and consequential loss) however it arises.
 - 14) Customers bring personal effects onto the premises at their own risk. Management will not be responsible for any damage to or loss or theft of a customer's personal property.
 - 15) Smoking, including electronic cigarettes is prohibited in all areas. Patrons who smoke or who fail to obey a direction from Management or another authorised person to cease smoking commit an offence against the Act, to which fines apply; and may be immediately evicted from our premises.
 - 16) Patrons with tickets purchased at a concessional price must have available on entry into the Centre proof of age or other documents justifying such concession.
 - 17) Patrons may not be admitted if their tickets are damaged or defaced or their tickets have not been purchased from an authorised ticket agent.
 - 18) Persons under the age of twelve (12) must be under the direct supervision of an adult at all times.
 - 19) The Licensor and the Hirer reserve the right to refuse entry to, or to remove from, National Trust of South Australia properties or to refer to the police any persons under the age of twelve (12) who are without adult supervision.
 - 20) An event may be cancelled, delayed or stopped due to dangerous situations or hot weather for any other cause beyond the management's control.
 - 21) Patrons may make a claim to the National Trust of South Australia only for a replacement ticket if an event is rescheduled or for a refund of the appropriate amount of the face price of the ticket if the event is cancelled and not rescheduled.
 - 22) Groups of sixteen (16+) are considered a commercial booking and should contact our bookings team at events@nationaltrustsa.org.au to organise booking the venue.

23) PROHIBITED ITEMS

The following items are not permitted to be taken into our properties:

- i) Illegal substances including controlled, dangerous or illicit drugs
- j) Incendiary devices (flares, fireworks and smoke bombs)
- k) Firearms and explosives chemical, radioactive or biological substances
- l) Laser lights
- m) Alcohol
- n) Aerosol Cans
- o) Animals (other than Assistance Dogs)
- p) Bicycles, scooters, skateboards and rollerblades/ skates
- q) Professional cameras, audio recording devices, without management approval
- r) Chairs/ Stools, or oversized items will not be permitted into the venue
- s) Glass (including bottles) or cans, drink containers and plastic bottles above 750ml
- t) Unauthorised electrical or gas equipment
- u) Unauthorised advertising material or flyers Musical instruments
- v) Any other item that in the opinion of management could cause harm or public nuisance.

Your cooperation in adhering to these **Terms of Entry** is appreciated