



LILIDOREI FAMILY MEMBERSHIP TERMS AND CONDITIONS

1. Membership Activation and Validity

- The Lilidorei Family Membership is **valid for 12 months from the date of purchase.**

2. Membership Benefits

- The Lilidorei Family Membership includes **unlimited entry to Lilidorei** during seasonal opening hours **for the cardholder, one additional adult, and up to four children.**
- Free car parking.
- Exclusive early bird booking and preferential prices for special events (for example, Father Christmas and Winter Lights).
- 10% discount at The Pavilion, The Bakery, The Potting Shed, and Ice Cream Kiosks (excluding Treehouse Restaurant).
- 10% discount at The Forgotten Garden Adventure Golf (not applicable during Northumberland school holidays).
- 10% discount at The Gift Shop and Plant Centre (cannot be used in conjunction with any other offer and excludes alcoholic drinks and local artist concessions).
- 20% discount on additional Standard Day Tickets
- Benefits are subject to change at the discretion of The Alnwick Garden.

3. Transferability and Refunds

- The membership is **non-transferable** and **may only be used by the individual named** on the membership card.
- **Refunds are not available** for purchased membership, except where required by law.

4. Lost or Stolen Membership Cards

- Lost or stolen membership cards must be reported immediately.
- The Alnwick Garden is not responsible for unauthorised use or lost or stolen membership card.

5. Changes to Membership Terms

- The Alnwick Garden reserves the right to amend membership terms and benefits at any time without prior notice.
- Any changes will be posted on The Alnwick Garden website and communicated to member where possible.

6. Terminate of Membership

- The Alnwick Garden reserves the right to revoke membership without refund if the member engages in inappropriate behaviour or violates any policies while on the premises.
- The membership will automatically terminate upon expiry, and renewal is required to continue enjoying the benefits.

7. Visiting Conditions

- The member agrees to abide by all Lilidorei rules, including any temporary restrictions or closures.
- Admission is subject to Lilidorei's capacity, and members need to pre-book a visit in advance.

8. Data Protection

- Personal data collected for membership purposes will be processed in accordance with The Alnwick Garden's privacy policy.
- Members may receive communications related to their membership and special offers, with the option to opt out at any time.