

MacDougall of Dunollie Preservation Trust: Worldwide Clan Supporters

Terms and Conditions

1. Contact information

By becoming a part a Worldwide Clan Supporter Scheme ('Supporter' or 'Subscriber') administered by the MacDougall of Dunollie Preservation Trust ('the Trust'), you agree to the Trust using your details to process and manage your Subscription and to provide you with specific services. This will include notifying you (by post, email or telephone) when there are changes to your Subscription, or when your Subscription is due for renewal. The Trust will also keep in touch with you to share relevant news relating to the Supporter Scheme, events, services and fundraising, unless you have chosen to opt out of this service.

You can manage your communication preferences at any time or unsubscribe from mail or emails by following the instructions included in the communications that you have received from the Trust.

The Trust will use your personal information in accordance with data protection legislation in force. We take your privacy seriously and we will not share your personal information with third parties for marketing purposes without your consent.

Sometimes we outsource some of the Subscription functions, such as payment services. In such cases, we have processes in place to ensure the safe processing of your personal data.

From time to time the Trust may contact lapsed and cancelled Supporters who have signed up to receive marketing communications from the Trust by email, mail or phone. If lapsed or cancelled Supporters prefer not to be contacted for this purpose, they should unsubscribe by following the instructions included in the communications that are received from the Trust.

You may contact us by email, mail or phone at:

MacDougall of Dunollie Preservation Trust
Dunollie Trust, Castle & Grounds
North Wing
Dunollie House
Oban
PA34 5TT

Phone: 01631 570550

Email: info@dunollie.org

2. Your Subscription

The Trust's Worldwide Clan Supporter Scheme offer a range of benefits.

On payment of an annual fee, your *Umha* or *Airghhead* Subscriptions will last for 12 months, until the last day of the month on which the Subscription is due to expire. Òr Subscriptions will last for 36 months until the last day of the month on which the Subscription is due to expire.

The Trust shall determine and publish application and renewal fees from time to time and will notify Supporters of changes ahead of annual renewals.

Subject to your statutory rights to cancel (see below), a Subscription fee shall not be refunded.

The Trust reserves the right to offer time-limited discounts or incentives on Subscriptions from time to time. These will only be available to Supporters joining or renewing within the time frame specified.

When you chose to become a Worldwide Clan Supporter, you agree to authorise payment via our payment service.

If you request the Trust 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. If you receive a refund you are not entitled to, you must pay it back when the Trust asks you to.

3. Your right to cancel

If you pay your Supporter fee in person at the Trust, online, by phone or by post, you have the right to cancel your order within 14 working days and receive a full refund. To cancel an order, you must contact the Trust via email at info@dunollie.org.

Subscriptions are otherwise non-refundable. If you cancel part way through your Subscription period, you are not entitled to a partial refund.

If you cancel your Subscription in accordance with your right to cancel, we will reimburse your Subscription fee and remove your details from our Database.

4. Supporter benefits

The Worldwide Clan Supporter Scheme offers a range of benefits which are listed on the Dunollie Museum, Castle & Grounds website.

The Trust may, from time to time, review the range of benefits on offer to you and reserves the right to change entry rights. We will communicate these changes to Supporters in advance by email, mail and on our website.

The Trust shall issue each named adult Supporter with a Membership card as evidence of their Subscription. These cards will be posted to the Supporter following payment of the annual fee.

Supporters will otherwise be identified using the details given by the Subscriber at the time of purchase, which will be added to a secure database at the Trust.

If a Membership card is lost or damaged, a replacement card shall be issued free of charge, on the first occasion.

Membership cards can only be used by the named Supporter(s). Proof of identity may be requested on presentation of your membership card.

Supporters will be able to access the following benefits:

- Free and unlimited entry to Dunollie Trust, Castle & Grounds site, during the seasonal opening for the Supporter or joint Supporter(s).
- Access to up to 4 exclusive offers in the Draper's Shop both online and in person, which will be valid for a specified length of time.

In addition to the above benefits, *Airghed* Supporters will receive:

- Access to up to 6 online events for the Supporter or joint Supporter(s), which can be booked via the Dunollie Museum, Castle & Grounds website, or by contacting the office directly.

In addition to all the above benefits, Òr Supporters will receive:

- 3 Years Subscription (36 months)
- Space for the Supporter and one additional family member, or in the case of a joint subscription, the Supporters and two additional family members on the *Evening at Dunollie* events, which take place monthly.

5. Renewal notifications and expiry of subscriptions

Your annual fee will be due for renewal on the last day of the twelfth month of your Subscription, or on the last day of the thirty-six month in the case of Òr Supporters.

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

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

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

6. Obligations for Supporters

Supporters shall act in the best interests of the Trust and in a manner that contributes to the achievement of the objectives of the Trust. While on the Dunollie Museum, Castle & Grounds premises, a Supporter must act in an appropriate manner so as not to cause offence or annoyance to other visitors.

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

7. Rejection or termination of membership

The Trust may reject any application for the Worldwide Clan Supporter Scheme where an individual or corporate body, association or organisation appears to be ineligible for the Subscription or for any other reason where they consider it to be in the interest of the Trust to do so.

Subscription shall be terminated (i) if payment of any Subscription fees have not been received by the Trust within three months of the due date; or (ii) if after considering a complaint concerning the conduct of an individual Supporter the General Manager is of the view that the Subscription should be terminated.