



Llangollen Railway Membership Terms

General

- Each membership is for a named or named individuals and is not transferable or renewable by anyone else.
- Only one membership can be held at a time.
- Membership does not convey any right to access any part of the railway other than those areas providing public access.
- Membership fees are not refundable.
- Memberships specifically help to support the ongoing restorations of equipment, artefacts, and numerous heritage buildings, as well as the quarterly production and electronic publication of Dee Valley Mail.

Types of Membership

- Adult 16-65 years
- Senior (65 years and older)
- Junior (14 to 16 years)¹
- Student (16+ years)^{1,2}
- Family/Joint (2 +2)
- Family/Joint (Senior)

Notes

1. Proof of age may be requested
2. Details of educational institution may be requested

Joint/Family Membership

- Joint and family memberships are available to individuals normally resident at the same address.
- Joint memberships are for two adult or senior members who are married or in a partnership.
- Family membership (2+2) is available for 2 adults or 2 senior members plus 2 children up to the age of 18.
- Family/Joint (Senior) membership is available for two senior adults plus 2 children or grandchildren up to the age of 18.
- Once children of joint adult or senior members reach the age of 18 and wish to continue their membership, they would need to apply for individual adult or student membership.

- Once all children have reached the age of 18 the membership type effectively reverts to a joint adult or senior membership upon renewal.
- All administrative contact and correspondence Including applicable publications, will be with the first or primary member.

Life Membership

- Life membership can be obtained at twenty times the annual adult, senior or joint subscription rate.
- Life family/joint membership applies to 2 adults or seniors plus 2 children/grandchildren up to the age of 18.
- Once children of joint adult or senior members reach the age of 18 and wish to continue their membership, they would need to apply for individual adult or student membership.
- Once all children have reached the age of 18 or no longer live at the same address the membership type reverts to joint adult or senior life membership.
- Upon the death of a joint member the lifetime membership will continue with the surviving adult as an individual lifetime member, and a replacement membership card will be issued.
- Life membership is not transferable to another adult or children.

Subscription Rates 2024/25 (Effective 1st July 2024)

Adult 16-65 years	£30.00
Senior (65 years and older)	£25.00
Junior (14 to 16 years)	£15.00
Student (16+ years)	£15.00
Family/Joint Adult	£45.00
Family/Joint Senior	£38.00

No discounts are applicable.

Overseas Membership

- Overseas membership is welcomed.
- An overseas postage supplement of £30 applies if hard copies of publications are required.

Renewals

- Renewals fall due on the anniversary date of joining.
- Members will be sent system-generated renewal notifications by e-mail one month and again one week before the expiry date, and a “final” notification on the expiry date.
- Where members have not provided an email address they will be sent a renewal notification by post at least one month prior to the renewal date.
- A 90-day grace period will be allowed before the membership will be deactivated. Once deactivated members can rejoin, and a new membership number will be issued.

Payment Methods

- Preferred – payment online through membership portal.
- Cheques, made payable to **Llangollen Railway Trust Ltd**

- Payment by bank transfer to Barclays Bank, Sort Code **20-51-08** Account No. **43950670**. Account name **Llangollen Railway Trust Ltd Subscriptions Account** with name and membership number as a reference.
- Automatic renewal by standing order.

Gift Aid

- Gift aid declaration can be included by completing the details on the application form or by ticking the box when applying or renewing online. Gift aid will be claimed on current and future subscription payments and donations until requested in writing to cancel.

Membership Cards

- Membership cards are issued upon renewal of current memberships and upon acceptance of new members. The new membership card issued from July 2023 is only issued once, as membership details are incorporated in a digital QR code printed on the card. This includes the expiry date which will be updated upon receipt of renewal fees.
- The card must be presented to the booking office clerk or ticket inspector in order to avail of the discounted travel benefit.
- Membership cards are issued to individual members but only to the primary member in the case of joint and family memberships. A second card may be issued to an adult associate member if requested. This card will contain the same joint membership details.
- Replacement cards may be obtained upon written application.

Membership Benefits

- Quarterly Dee Valley mail – this is normally distributed electronically. A hard copy of the magazine can be obtained subject to a payment of £10.00 per year to cover printing and postage costs.
- Each individual or adult joint member has a constitutional vote at AGMs affecting significant organisational decisions.
- Concessionary reduction of 25% on standard travel on standard timetables. Concessionary fares are also applied to galas and special events (exclusions may apply, including evening or catered events and Santa Specials)
- Access to an exclusive Online member's zone including regular updates on restoration and other projects.
- Children within a family membership benefit from concessionary travel discounts only, provided travelling with at least one of the adult or senior family membership holders.

Portal Access

- Portal access is provided to individual and joint/family members.
- Login is provided by entering the e-mail address and a password provided at the time of issuing the membership card. Associate joint members (spouses, partners of children can access the portal using the primary member login.
- Passwords can be changed in the membership portal after login.

- Forgotten passwords can be recovered or changed by clicking on the password reminder in the login window.
- Members are encouraged to use the portal to update their contact details.

Membership Communication

- Membership communication will be by e-mail wherever possible. Where specifically requested, or an e-mail address is not available, members will be contacted by post.
- Email addresses that are repeatedly rejected by servers will be removed from the membership record.
- Where post is returned as undeliverable, the address will be removed from the membership record.
- It is the members obligation to advise the railway of any changes to contact details.

Data Protection Statement

- Members are required to read and consent to their data being held as outlined in the data protection statement on the application form or the online application page.
- Such consent can be provided by signing and dating their application form or by ticking the box when applying or renewing online.

Membership Queries

- Members can contact membership administration by e-mailing membership@llangollen-railway.co.uk or calling the office and leaving a message.
- In order to ensure a prompt and appropriate response please provide member name, membership number (if known), preferred contact details, and a brief description of the query.