Colchester+Ipswich Museums

THANK YOU for supporting Colchester Museums. By purchasing a Castle Pass you can now access the Castle during regular opening hours on production of your Castle Pass card. **We look forward to getting to know you!**

Terms and conditions:

1. A Castle Pass can be purchased by those living within the Colchester borough and paying Colchester Borough Council Tax and those living outside of the Colchester borough.

2. The Castle Pass is valid until the expiry date on your card, which will be one year from purchase.

3. You must bring your Castle Pass with you every time you visit the Castle. It is the only evidence we will accept to show you are a Pass holder.

4. Pass holders must be present, and proof of identity may be requested.

5. Your Castle Pass must be shown at reception on entry to the Castle. If you do not have your Pass with you, free entry will not be possible on that day.

6. The Castle Pass can only be used by those named on the Pass. The Pass is non-transferable.

7. Passes are not valid for school visits or for ticketed/bookable events during and outside opening hours. Standard rates will apply.

8. If your Castle Pass is lost or damaged, a replacement Pass will need to be purchased for £3.

9. Refunds are not available under any circumstances. This does not affect your statutory rights.

10. You are responsible for informing us of any changes in address or contact details.

11. Colchester Museums reserves the right in its sole discretion to terminate your Castle Pass, if in its reasonable opinion you behave in a way that is considered to be harassing, causing distress or inconvenience to other Pass holders or members, any visitors, or any member of staff.

12. We would like to keep in touch with you regarding museum news, events and developments. By ticking 'Yes' on your registration form, we will sign you up to receive information about developments at Colchester Museums, events, exhibitions and offers. We will never sell your data and will ensure that it is kept securely. You can change your mind at any time by contacting us. For further information about how your data is used and stored, please go to **http://www.colchester.gov.uk/privacy.**

Colchester Castle