



Westminster Abbey

Association FAQs

HOW DO I JOIN THE ASSOCIATION	<p>Join online by Direct Debit and save £10 on the annual membership fee.</p> <p>Please visit www.westminster-abbey.org/association to set up a Direct Debit.</p> <p>The membership pack will be posted within 10 - 12 working days</p>	<p>Direct Debit only</p> <ul style="list-style-type: none"> • <i>Direct Debit is available online only</i> • <i>UK bank account holders only</i> • <i>You will need an email address to set up a Direct Debit with the Abbey</i>
	<p>Post a completed application form to Westminster Abbey Association, The Chapter Office, 20 Deans Yard, London, SW1P 3PA.</p> <p>Application forms for membership are available to download from www.westminster-abbey.org/association or contact the membership office to request to have a form posted/emailed to you.</p> <p>Your membership pack will be posted within 7 – 10 working days</p>	<p>Credit/debit card only</p> <ul style="list-style-type: none"> • <i>Please do not send cash by post</i> • <i>Please do not email credit/debit card details</i> • <i>We are unable to accept CAF payments</i>
	<p>To join or purchase a membership by telephone, please call the membership office on 020 7654 4843.</p> <p>The membership pack will be posted 7 – 10 working days</p>	<p>Credit/debit card only</p> <ul style="list-style-type: none"> • <i>You will need to provide contact and credit/debit card details verbally</i>
	<p>Join in person at the tickets desk at the Abbey.</p> <p>You will be given your membership pack to take away with you.</p>	<p>Credit/debit card or cash only</p> <ul style="list-style-type: none"> • <i>We are unable to accept cheques/CAF payments</i>



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<p>HOW DO I PURCHASE A GIFT MEMBERSHIP?</p> <p>Please note that you will be given a gift membership voucher to present to the recipient to redeem for a membership pack.</p> <p>Vouchers can only be redeemed in person at the tickets desk.</p> <p>Vouchers must be redeemed within 6 months of the date of purchase.</p> <p>Membership will start once the voucher is redeemed.</p>	<p>Purchase a gift membership online by Direct Debit and save £10 on the annual membership fee.</p> <p>Please visit www.westminster-abbey.org/association to set up a Direct Debit.</p> <p>A gift membership voucher will be posted within 10 - 12 working days</p>	<p>Direct Debit only</p> <ul style="list-style-type: none"> • <i>Direct Debit is available online only</i> • <i>UK bank account holders only</i> • <i>You will need an email address to set up a Direct Debit with the Abbey</i>
	<p>Post a completed gift membership form to Westminster Abbey Association, The Chapter Office, 20 Deans Yard, London, SW1P 3PA.</p> <p>Application forms for gift membership are available to download from www.westminster-abbey.org/association or contact the membership office to request to have a form posted/emailed to you.</p> <p>A gift membership voucher will be posted within 5 -7 days of receiving the form in the membership office.</p>	<p>Credit/debit card only</p> <ul style="list-style-type: none"> • <i>Please do not send cash by post</i> • <i>Please do not email credit/debit card details</i> • <i>We are unable to accept CAF payments</i>
	<p>To purchase a gift membership by telephone, please call the membership office on 020 7654 4843.</p> <p>A gift membership voucher will be posted within 5 -7 days.</p>	<p>Credit/debit card only</p> <ul style="list-style-type: none"> • <i>You will need to provide contact and credit/debit card details verbally</i>
	<p>Purchase a gift membership in person at the tickets desk in the Abbey.</p> <p>You will be given a gift membership voucher to take away with you.</p>	<p>Credit/debit card or cash only</p> <ul style="list-style-type: none"> • <i>We are unable to accept cheques/CAF payments</i>
<p>HOW DO I RENEW MY MEMBERSHIP?</p>	<p>If you have paid for your membership by credit/debit card you can renew your membership one of three ways: online at www.westminster-abbey.org/association, onsite at the tickets desk in the Abbey or by telephoning the membership office on 020 7654 484. You will be sent a renewal reminder one month before your expiry date.</p> <p>If you have set up a Direct Debit your membership will renew automatically. You will be sent a reminder one month before your renewal date to remind you of the date the membership fee will be collected. You will have the option to cancel your renewal should you wish to.</p>	



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HOW MUCH DOES MEMBERSHIP/GIFT MEMBERSHIP/RENEWAL COST PER YEAR?	Category	Direct Debit price	Credit/debit card or cash price
	Individual Associate	£40.00	£50.00
	Associate and Guest	£60.00	£70.00
	Joint Associate	£63.50	£73.50
	Family Associate	£85.00	£95.00
WHAT IS THE DIFFERENCE BETWEEN INDIVIDUAL ASSOCIATE, ASSOCIATE AND GUEST, JOINT ASSOCIATE AND FAMILY ASSOCIATE?	Individual Associate	One named membership card	
	Associate and Guest	One named membership card and guest entry. Only the named Associate can avail of membership benefits	
	Joint Associate	Two named membership cards for two people living at the same address. Both members may avail of the membership benefits	
	Family Associate	Two named membership cards for two people living at the same address plus entry for 4 children. Both members may avail of the membership benefits.	
WHAT BENEFITS DO MEMBERS RECEIVE?	<p>All members benefit from free entry to the Abbey, discounts in the Abbey shops and Cellarium Café, exclusive events, priority notification of selected public services and events, the Association e - newsletter and the Dean's Christmas letter. Furthermore, all members are entered into a special ballot for tickets to one of the Abbey's Christmas services on either 23rd or 24th December each year. In addition to this:</p> <p>Associate & Guest members benefit from free guest entry</p> <p>Joint Associate members benefit from an additional named membership card</p> <p>Family Associate members benefit from an additional named membership card and free entry for up to four children.</p> <p><i>Please note:</i></p> <ul style="list-style-type: none"> • <i>To avail of the 10% discount in the Abbey shop and the Cellarium café, please present your membership card at point of purchase</i> • <i>Restrictions may apply to certain items</i> 		
CAN MEMBERS GO TO THE ABBEY'S SPECIAL SERVICES?	We are unable to invite members to special services and events held at the Abbey.		
I HAVE LOST MY MEMBERSHIP CARD/MY MEMBERSHIP CARD HAS BEEN STOLEN	Replacement cards are issued free of charge at the Association desk. Please bring ID with you. You can also request a replacement card by contacting the membership office.		



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I DON'T HAVE MY MEMBERSHIP CARD ON ME TODAY BUT I WANT TO VISIT THE ABBEY	If you do not have your membership card on your person when you visit the Abbey, you will be issued with a wrist band to use on the day. Please bring ID with you. Please be aware that Associates who are unable to present their membership card will not be able to avail of the membership 10% discount in the shop and café.
CAN I LEAVE AND RE-ENTER THE ABBEY ON THE SAME DAY?	Yes - Associates have unlimited entry to the Abbey. You may be asked for ID if you leave and re-enter the Abbey several times in one day.
CAN SOMEONE ELSE BORROW MY MEMBERSHIP CARD?	Membership cards are for the named card holder only. Please do not lend your card to someone else. You may be asked for ID when you visit the Abbey.
I HAVE BEEN GIVEN A GIFT MEMBERSHIP VOUCHER. WHAT DO I DO?	To activate your membership, please redeem your gift voucher for a membership pack at the Association desk in the Abbey. Your membership is valid from the day of activation.
I HAVE LOST MY GIFT VOUCHER	We do not replace lost or stolen gift membership vouchers. Gift vouchers need to be kept safe.
HOW LONG IS MY GIFT MEMBERSHIP VOUCHER VALID FOR?	The gift membership voucher is valid for 6 months from the date stated on the voucher. Please exchange your voucher for a membership pack at the Association desk within this time frame.
WHEN DOES MY MEMBERSHIP START?	Membership starts from the date you purchase your membership or, if you have a gift membership voucher, from the date that you redeem your gift membership voucher for a membership pack. Start dates cannot be postponed.
HOW LONG DOES MY MEMBERSHIP LAST?	Membership is valid for 12 consecutive months – membership will expire the last day of the month you join, the following year.
CAN I HAVE A REFUND ON MY MEMBERSHIP?	We do not offer a refund on membership once purchased. If you have any queries, please contact the Membership Manger.
HOW DO I CONTACT THE MEMBERSHIP OFFICE?	Please use the following contact details: Membership Manager The Chapter Office, 20 Deans Yard, London SW1P 3PA T: 020 7654 4843 E: Association@westminster-abbey.org Monday to Friday 9am to 5pm (excluding public holidays)