

### **Story Pass Terms and Conditions**

Only named Story Pass holders can use the pass and cannot be transferred. You may be asked to provide some additional identification when you present your pass for admission to the Museum.

The Story Pass offers unlimited entry for 12 months from the date of purchase to the Museum Galleries and Small Worlds and is subject to the Museum's operating calendar. It does not apply to tickets for the Storycraft film experience (City of Stories) or events in the Woodshed which need to be booked separately. Please check the website carefully before planning your visit or call 01865 790050 to confirm opening times.

Possession of a Story Pass does not guarantee entry and access to The Story Museum exhibitions and associated activities is subject to availability and capacity. During the current Covid-19 restrictions visitor numbers on site are strictly limited and booking in advance is essential. To reserve your tickets please call the Box Office on 01865 807600 or email [boxoffice@storymuseum.org.uk](mailto:boxoffice@storymuseum.org.uk).

Exclusive offers for selected events will be on a first come, first served basis and the Story Pass does not guarantee the holder entry. Additional costs may apply.

Your Story Pass also entitles you to a 10% discount in The Story Museum's shop and café. You must show your Story Pass to obtain the discount.

The Story Museum reserves the right to vary its opening and closing dates and to remove or cancel all or any part of the exhibition activities and content. The full value or any part of the value of the Story Pass will not be refunded nor will any compensation be payable if any of the Museum spaces become unavailable or if the Museum itself is closed.

No refund will be given if the pass is not used or returned part-way through the year.

If you need to replace a lost Pass you will be charged a £5 administration fee. Lost or stolen Story Passes should immediately be reported to The Story Museum.

All Story Passes remain the property of The Story Museum and can be withdrawn at any time. Story Passes are non-transferable and cannot be sold, loaned or given away to or used by a third party.

Unless stated otherwise, a Story Pass cannot be used in conjunction with any promotional offer, voucher or advance booking or with any discount or retail/café incentive.

Visitors to The Story Museum under 11 years of age must be accompanied, at all times, by an individual aged 16 years or over.

**The Story Museum reserves the right to change the terms & conditions of our Story Pass at any time.**