



## Frequently Asked Questions for Friends, Members and Car Park Passes Including New memberships, renewals and counterparts

Updated: April 2011

### **I would like to purchase a membership, how do I go about it?**

You need to complete an application form. You can download one from either our website or complete one in person at The Savill Building. If posting your form, please ensure you include your payment by card, direct debit or a cheque.

### **Where do I send my forms?**

All forms for new memberships, gift memberships and renewals, can be sent with payment to Freepost RRSX-SSCA-HLYB, The Royal Landscape, The Crown Estate Office, Windsor Great Park, Windsor SL4 2HT. This address is listed at the top of each form and as this is a freepost address, you do not need to add a stamp.

### **Can I apply for a membership over the phone or online?**

No, a membership form needs to be completed and signed then either sent with your payment or taken to The Savill Building where payment can be made at the tills.

### **Who do I make cheques payable?**

All cheques need to be made payable to 'The Royal Landscape'.

### **If I set up a direct debit, when will the payment come out of my account?**

The date can depend on when we receive your form but you will receive notification of the date and we will always allow at least 2 weeks from when we receive the form. The total amount will come out in one payment. We will keep your details on file so you can pay by direct debit for future renewals. To set up a direct debit, you need to tick direct debit as your payment option in box 3 (Method of payment) and then complete the grey shaded box.

### **Can I buy a membership for someone else as a present?**

Yes, we have a separate form for gifts that can be downloaded from our website or collected from The Savill Building. On the form you need to complete the sections with both your details and the person who the membership is for. We can send the membership card and information to yourself, so you can give it as a gift, or directly to the receiver. We do not currently have the facilities for you as the giver to continue to pay for renewed membership year after year.

### **When will I get my new cards?**

Once we have received your application form we will send your new plastic RFID card (used to scan at car parks and Garden turnstiles), a paper counterpart (that shows your membership type, membership number and expiry date), a letter outlining your entitlements and, if you are a Friend of The Savill Garden or Member of The Royal Landscape, a copy of the latest newsletter. You will also receive a plastic wallet to keep both of your cards together and safe. We will process and send your cards to you within 10 working days.



### **Why do I need a paper counterpart?**

Because we use the plastic RFID cards year after year, we can not print information on them that may change. The counterpart outlines the information such as card number, membership type, registered postcode and expiry date. Your plastic card is not valid without producing this paper counterpart and staff will request to see both cards at any time. If your membership cannot be verified with a paper counterpart, you may be declined access to the car park or Garden so it is very important this is kept on you at all times. You will receive a new counterpart if any of this information changes.

### **What is the difference between a Friend of The Savill Garden and Member of The Royal Landscape?**

Both of these memberships allow the card holder entry into The Savill Garden and its car park, plus admit 1 adult guest and up to 2 children entry into The Savill Garden, 10% discount off all items in The Savill Garden shop when spending over £10\* and a newsletter of news at The Royal Landscape. The Friends of The Savill Garden produce their own newsletter which is only available to Friends which includes upcoming events organised by the Friends committee and often events organised by The Crown Estate.

\*This offer excludes art from The Gallery, books and any items already on a promotional offer.

### **What is the difference between a single and double membership?**

A single membership is the first or primary membership at a single address. This is charged at full price. The double membership is for the second cardholder at the same address. This is charged at an additional £12.50 and each cardholder receives the entitlements listed in the question above.

### **Can I have a membership and a car park pass?**

The car park pass allows entry to the other car parks around The Royal Landscape. Friends of The Savill Garden and Members of The Royal Landscape already get access to The Savill Garden car park but for an additional £15 per card can get access to the three others as well (Virginia Water, Blacknest and Valley Gardens). When completing the form you need to select your membership type first and then tick either Car Park Pass – with membership single, or Car Park Pass – with membership double. If you have selected a Car Park Pass to be added to only one card but have purchased a double membership, you need to tick the box next to the card holder's name that is to have that extra entitlement.

### **What if two people want to use the Car Park Pass?**

Each Car Park Pass is valid for the cardholder only. If there are two people at the same address who wish to use the pass, then two cards need to be purchased at £40 each.

### **What if we use different cars?**

The Car Park Pass is allocated to a person not a vehicle so you can use different cars.

### **I have received my renewal form and I can't remember if I set up a direct debit?**

Looking at your renewal form, check the box called 'Method of Payment' The first box will say Payment by Direct Debit. If you have set up your details with us, it will say 'You gave your bank details last year – there is no need to give them again'. If you have not



paid by direct debit before, it will say 'Please fill in the sign the direct debit form below'. If your details have changed from last year, please fill in the grey shaded box with the new information.

**I have received my renewal form but the second card holder is not on the form.**

Please complete the form as normal with the double membership type and payment but also write on the form the name of the secondary member and include their membership number. If you have any questions, call 0845 603 6228 for assistance.

**I have received my renewal form and can't remember what membership type I had last year?**

When looking at your form, directly under your name and address, it will list the card holders registered at that address. It will state the membership number, name on card and then the membership type. It will be abbreviated to Friend (Friend of The Savill Garden), Member (Member of the Royal Landscape), Friend & Car (Friend of The Savill Garden with Car Park Pass), Member & Car (Member of The Royal Landscape with Car Park Pass) and then Car Park Pass.

**Once I have renewed, will I get a new card?**

Once your renewal has been processed you will receive a confirmation letter and a new paper counterpart for each cardholder. Your plastic RFID card will be updated on the system so we will not replace this card year on year. Please do not throw this plastic card away.

**I want to renew, but it's after my expiry date.**

You can still send in your renewal form with your payment even after your expiry date. If you do not have your renewal form, you can go to the Savill Building and complete a form and pay at the tills. Replacement renewal forms can also be requested by calling 0845 603 6228.

**I need to renew but would like to upgrade to include a second card holder, can I add them to the renewal form?**

Yes. Simply tick the membership type to include a double membership and we will renew the existing membership and add a new member. You will need to write the new card holder's name on the form.

**I would like to renew but have lost my card.**

That's fine, complete the form as normal, send through with your payment but add a note to say that you will need a replacement card.

**Can I renew over the phone?**

No, you can either return your renewal form in the post or if you do not wish to send your payment details, pay at The Savill Building. The reason for this is that we introduced terms and conditions last year and would like to make sure everyone has read them.



**I would like to upgrade my membership to add a car park pass or a secondary card holder.**

You can do this by going to The Savill Building. A form can be completed and the payment made at the till. When upgrading memberships, the original expiry date remains. For example if you have 6 months left of your membership, the upgrade will only cover those 6 months and then a renewal form will come through as normal.

Once your upgrade has been processed, we will send you confirmation and a new counterpart that shows your new membership type.

**I have a new address.**

You can either contact us on 0845 603 6228 or tell us at the till the next time you visit The Savill Building. We will send you a new counterpart that shows your new postcode so you know that the changes have been made.

We hope that these FAQ's answer any questions you may have but if you need any further information, please contact us on the number below:

**Membership queries** – 0845 603 6228 during office hours Monday to Friday

**Calls at the weekend** – 01784 435544 from 10am – 6pm daily