**THE ETCHES MUSEUM POLICY**

The Etches Museum reserves the right to refuse admission and to require any ticket holder to leave the premises at our discretion.

**Refund policy:** Once purchased, tickets cannot be transferred, exchanged, refunded or returned.

**Complaints procedure** – Please see our full complaints policy online at [www.theetchescollection.org](http://www.theetchescollection.org). Hardcopy available on request – please ask a member of staff at the admission desk

**Gift Aid:** Allows charities like us to reclaim tax (25p for every £1) from the government on your donations. If you are a UK taxpayer, by opting to Gift Aid you enable us to treat your payment as a donation, so each £1 you spend can do £1.25 of good. Tickets are non-transferable.

**Special Event Tickets**: We reserve the right to change or cancel any of our special events without prior notice, due to circumstances beyond The Etches Museum's control.

The Etches Museum is a **no smoking building / no vaping** and no dogs are allowed in the museum with the exception of guide and registered assistance dogs.

**Photography**: Photographs taken inside the Museum are for personal use only. Photographs taken inside the Museum may not be used for commercial purposes without prior arrangement and may be subject to a licensing fee. Please contact the registrar Carla Crook – Carla.Crook@theetchescollection.org for more details.

**All children,** aged 16 and under, must be accompanied by an adult aged 18 and over.

Visitors must ensure that all **personal belongings** are kept with them at all times.

The Etches Museum **will not accept responsibility for loss of possessions on the premises**.

The Etches Museum, Kimmeridge, Dorset, BH20 5PE Tel: 01929 270 000