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**MEMBERSHIP**

**TERMS & CONDITIONS**

# MEMBERSHIP APPLICATIONS

All applications are processed online at the [RHASS website](http://rhass.org.uk), (rhass.org.uk). Members must provide a valid, unique email address which is not already linked to a membership.

Categories of Membership include:

- Annual Membership (Junior, Adult and Senior)
- 10-year Term Membership
- Life Membership

To qualify for Junior Membership, you must be under the age of 18 at the time of application or renewal. All Junior Membership subscriptions under the age of 18 require a parent, guardian or other responsible person over the age of 18 to be linked to supervise their Membership. Once the Junior reaches the age of 18, we will contact the parent/guardian/responsible person for permission to contact the Junior directly.

To qualify for Senior Membership, you must be aged 67 or over at the time of application or renewal.

All Membership appointments are approved by RHASS Directors. RHASS reserves the right to refuse any application for membership. Following approval of your membership, you will receive a welcome email with full details of your RHASS membership.

If you have applied for a 10-year term or Life Membership, you will receive your certificate in the post once you have paid in full.



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## MEMBERSHIP SUBSCRIPTIONS

The RHASS Membership year runs from 1st January until 31st of December.

Membership renewal notices will be sent by email if you have given us an email address. If we have no email address on file your renewal notice will be sent by post. Renewal notices are sent around the end of November each year.

Membership of the Royal Highland & Agricultural Society of Scotland, and the benefits it confers (see section 5), is personal to the individual and may not be transferred to another person.

Member benefits, including attending the Royal Highland Show, may not be used by anyone other than the Member under any circumstances.



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## PAYING FOR YOUR MEMBERSHIP

The simplest way to pay for your membership is to set up a recurring card payment. Members can also choose to pay their membership via direct debit.

Annual membership is collected on or around the 1st January each year.

Members who hold 10-year term or Life Membership can choose to pay by instalments on a monthly or yearly basis.

Should a direct debit payment fail to go through, it will be reprocessed again up to 14 days later. Should that re-presented payment again be unsuccessful, your membership will be set to a 'grace' status and we will inform you of this. Members with any outstanding membership payments or in grace status will not be able to attend the Royal Highland Show as a member until their account is up to date. Other membership benefits will remain in place until the end of the membership year.

Once your payment has been received, your membership will then be renewed and be in a current status. Please note, membership payments must be received by the pre-Show deadline in order for members to attend the Show. This date will be communicated to well in advance.



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## CANCELLATIONS AND REFUNDS

Subject to the provisions below, Members are not entitled to a refund of any membership fees following termination or cancellation of membership.

Members have the right to cancel their membership (when purchased online\*) within 14 days of purchase and receive a full refund. RHASS reserves the right to charge a Member cancelling their membership for the costs of any services or benefits received in the period from purchase up to cancellation.

Members have the right to cancel the renewal of their membership for the following year prior to 1 January. Members may also cancel within 14 days of the renewal date (1 January). RHASS reserves the right to charge a Member cancelling their membership for the costs of any services or benefits received in the period from renewal up to cancellation.

\* Refunds are not available for membership purchased at the Royal Highland Show or otherwise in person.

In order for a refund to be processed please email [membership@rhass.org.uk](mailto:membership@rhass.org.uk) or call 0131 335 6215 stating you no longer wish to be a member.

Refunds will be made in accordance with how payment was received. If paid by card, a refund will be made by card, and if paid by Direct Debit, a bank transfer will be processed.

Please note if you paid by cheque, we will require your account and sort code information to arrange a bank transfer.



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## GIFT CARDS

You may wish to purchase a RHASS Membership for a friend or family Member as a gift. A unique individual email address is required for sign up.

Once completed and payment is successful, a welcome email will be sent either to you or the recipient of the gift, whichever you have selected.

It is the recipient's responsibility to redeem the Gift Membership prior to the deadline for the Royal Highland Show.

Refunds must be requested within 14 days of purchase.



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## MEMBER BENEFITS - SOCIETY

Subject to compliance with the Society's Royal Charter, Bye-Laws and Regulations, a Member may:

- Stand for election as a Director of the Society
- Propose, second or support the nomination of a Member as an Ordinary Director of the Society
- Where resident in Scotland, vote in an election for the appointment of an Ordinary Director
- Endorse applications for RHASS Long Service Awards
- Report ploughing matches in Scotland for the award of the Society's medals.

Members have a governance role in the Society and any changes to the Society's constitution are put to the Members in a General Meeting.

Membership fees are also set by Members at General Meetings.



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## MEMBER BENEFITS - ROYAL HIGHLAND SHOW

Members of the Royal Highland & Agricultural Society of Scotland receive:

- FREE ADMISSION on all four days of The Royal Highland Show (RHS) - provided membership subscription fees have been paid, and days selected, by the given deadline.
- Use of The Pavilion and Members Village at the RHS.
- Reduced rates for livestock/competition RHS entry fees.
- Members exhibiting livestock may apply for accommodation\* at the Holiday Inn Express Edinburgh Airport during the Show
- The opportunity to buy up to two discounted entry tickets subject to availability\*\*
- The opportunity to bring one guest per day into the Members Village at the price of £40 subject to availability\*\*\*

Member tickets and other benefits are strictly non transferrable. Should you not select your days at the Show in advance of the deadline, if we are able to accommodate your request we will charge a late administration fee\*. Members who miss the official deadline to pay and select their days will be unable to attend the Show as a Member.

\*Subject to meeting criteria and accommodation availability.

\*\* This helps to cover the costs of bringing in more staff to fulfil requests made after the deadline

\*\*\*An overall capacity is held and both are available on a first come first served basis. Must be purchased online; the Membership Team cannot take payment for these transactions over the phone or by any other method.



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# ROYAL HIGHLAND SHOW - MEMBER TICKETS

Member entry tickets will be sent via email around 7 days before the Show commences. This is your accreditation to enter the Show as a RHASS Member. Please ensure you keep this safe, do not share it and have it available for inspection on entry to the Show and the Members Village. We also recommend bringing a form of photographic identification with you as ID checks will be in place.

Members are entitled to collect a Members badge once they have accessed the grounds. The badge holds no accreditation rights, and does not give access at the gates or into the Members Village. It is part of the heritage of the Show for Members to wear and keep.



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## MEMBER BENEFITS - RHS CARAVAN PARK

- The Members Caravan Park is a benefit open to all Members.
- Applications will go live on Monday 10 February; all Members will be notified of this via email.
- The price for a pitch is £425
- Closing date for applications is Monday 3 March 2025.
- There are a small number of pitches available, and all applications will be processed on a first-come first-served basis. Successful applicants will be notified via email and will have 7 days to make payment to secure their place. If that deadline is missed the space will be given to the next person on the waiting list.



## MEMBER BENEFITS - ROYAL HIGHLAND CENTRE

The Royal Highland Centre (RHC), home to the Royal Highland Show, is Scotland's largest indoor and outdoor venue, delivering some of the biggest events in the country. The income generated by RHC provides funding for RHASS to continue to carry out its charitable activities.

Where early bird tickets or discounted admission to RHC events is secured, this will be highlighted to Members who have told us they want to hear about these events. Please ensure we have your email address.



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# MEMBER BENEFITS - HOTELS AND PARKING

## PARKING

Members may claim a discount of 15% on all bookings and products with Secure Air Parks car parking for Edinburgh Airport, subject to availability. To obtain your discount please visit Secure Air Parks' website at [www.secureairparks.com](http://www.secureairparks.com) and enter the discount code **RHS**.

## CHARDON HOTELS

Members can use Atlas' preferred rate, which will offer a discount on stays of up to 35% off the best available rates on [IHG.com](http://IHG.com) and subject to availability. This is bookable via the link below. Members can book up to 9 rooms via this method and you will need to enter your payment details in order to secure the booking.

To book this rate follow the link below and then click on the Holiday Inn Express you require and you will be directed to the booking page with the discount attached.

[RHASS | Hotel Accommodation](#)

You can also use this discount for all the other hotels attached in the Atlas Portfolio.



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# ATTENDING THE ROYAL HIGHLAND SHOW

All Members will be contacted in Spring each year to select the days on which you wish to attend the Royal Highland Show.

Members are able to attend the Show on all four days. We ask you to select the days on which you wish to attend so we can manage capacity and to help us to plan and manage resources efficiently for what is Scotland's largest outdoor event.

Once you have confirmed the days you will be attending, you will then be able to purchase additional tickets including discounted tickets for friends and family, Members Village Guest Passes, and car parking. These are all available on a first-come first-served basis and are subject to an overall capacity. We recommend buying in advance to avoid disappointment.

Discounted entry tickets allow access to the venue only. Should you wish your guest to have access to the Members Village, you will also need to purchase a Members Village Guest Pass. Discounted entry tickets are processed through the online ticketing platform SEE tickets, the tickets are emailed to you from SEE tickets, and not RHASS.

If you purchase a Members Village Guest pass only, your guest will also need an entry ticket to gain access to the venue.

On the lead up to the Show, you will be sent an email with your entry ticket(s). You will need your entry tickets to gain access to both the grounds, and the Members Village where they will be checked. Should you wish, you can attend the Members Village where you can collect a Members badge.

The badge holds no accreditation rights, and does not give access at the gates or into the Members Village. It is part of the heritage of the Show for Members to wear and keep.

Member benefits including tickets to attend the Show are **non transferable** and are personal to each Member. They cannot be passed to anyone else to use, and any misuse will be reported to the Directors.



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## SOCIAL MEDIA

At RHASS, we love to hear from our Members. When using any social media platforms to communicate with us or about the Society or Show, please be mindful of the comments you leave. We encourage inclusivity and we ask that you make sure your posts don't contain:

- Offensive or threatening language
- Potentially libellous accusations
- Disrespectful and disruptive comments

We moderate all our social channels. Any posts breaking the above guidelines will be removed by the RHASS Marketing team. We will also monitor our social media pages to ensure our guidelines are followed.



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## QUERIES COMMENTS AND COMPLAINTS

RHASS aims to respond to any membership query, comment or complaint within five working days. This may be an acknowledgment of receipt whilst further investigations are carried out. If you have any queries or complaints, please contact the Membership Team on the details below. For data protection purposes, we can only discuss the Membership in question with the Membership holder unless prior authority has been given.

Our team are a crucial part of the charity. We have invested in our team and trained them on our culture, brand, policies and procedures. They will respond to your queries in a professional and knowledgeable way.

We understand things can go wrong, and Members may wish to raise concerns in the form of a complaint. Please do so in a polite and respectful manner.

- Telephone: 0131 335 6215
- Email: [membership@rhass.org.uk](mailto:membership@rhass.org.uk)
- Post: Membership Office, RHASS, Ingliston House, Royal Highland Centre, Ingliston, EH28 8NB.

Our Membership Terms and Conditions will be updated from time to time. As a Member, it is your responsibility to ensure you keep yourself up to date with the most recent version.

## THIRD PARTY CONSENT

Should you wish someone else to discuss your Membership on your behalf, we are happy to take this instruction from the Member themselves.

Please contact the Membership Team, who will send a Third Party authorisation form to the Member to complete and return.

This must come directly from the Member and their consent given, before we can discuss any aspects of the Membership or take instructions from anyone else.

