

# DYNAMIC EARTH MEMBERSHIP TERMS & CONDITIONS



## UNLIMITED ACCESS FOR ONE YEAR

- Dynamic Earth Memberships are non-refundable.
- A Dynamic Earth Membership allows entry to Dynamic Earth (including the Planetarium) during public opening hours. Admission to Dynamic Earth is subject to our overarching [Terms & Conditions](#).
- A Dynamic Earth Membership is valid for 12 months from the date of purchase.
- A Dynamic Earth Membership is valid for the named holder only. It is not transferable or exchangeable.
- Dynamic Earth Members can book tickets for return visits online using the Membership Admission ticket option. These tickets are only valid when proof of valid Membership is shown.
- Dynamic Earth Members can also be issued with a Membership Admission ticket at the Ticket Desk. The Dynamic Earth Membership holder must show proof of Annual Membership to be issued with a ticket.
- Entry is subject to availability. During peak times, some delays should be expected.
- Dynamic Earth reserves the right to limit Membership benefits for special open days throughout the year.
- Dynamic Earth reserves the right to refuse admission without reason.
- Dynamic Earth Members cannot use their Membership Cards in conjunction with any special events and group bookings, including school visits, Planetarium Lates, Science Sessions, or Holiday Clubs.
- In the event of a birthday party booking, if the birthday child is a Dynamic Earth Member they will not be added to the final payment for the party.
- Please inform Dynamic Earth of any lost or stolen Annual Membership Cards by emailing [supportus@dynamicearth.org.uk](mailto:supportus@dynamicearth.org.uk)

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## EXCLUSIVE INVITES TO MEMBER-ONLY EVENTS

- Dynamic Earth Members will receive invites to Member-only events, provided they opt in to contact from Dynamic Earth.

## E-NEWSLETTERS

- Dynamic Earth Members will receive monthly updates about their Membership, provided they opt in to contact from Dynamic Earth .

## PRIORITY QUEUING

- Dynamic Earth Members will be able to access a priority queuing lane at the Ticket Desk during peak school holiday periods .

## PRIORITY NOTIFICATION OF SPECIAL EVENTS

- Dynamic Earth Members will receive priority notification of Special Events, provided they opt in to contact from Dynamic Earth s

## FREE TICKETS FOR SPRING AND OCTOBER THEMED EVENTS

- Dynamic Earth Members can book free tickets for selected Spring and October themed events, subject to availability.
- Proof of Membership will be required to be shown for everyone\* entering these events with a free ticket.
- Dynamic Earth Members are not permitted to book free for anyone\* who does not have a valid Dynamic Earth Membership.

**\*Free tickets may be booked for Under 4s when these are booked by a Dynamic Earth Member**

Dynamic Earth Terms & Conditions - Updated September 2025

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## VOUCHERS FOR CAFÉ OR GIFT SHOP

- Each Dynamic Earth Member will receive one £5 voucher to use in the Café or the Gift Shop
- The voucher should be collected from the Ticket Desk when the Dynamic Earth Annual Member first visits Dynamic Earth
- There is no minimum transaction value required to use the money off voucher
- No change is given from the vouchers, therefore, Annual Membership holders would make the best use of the voucher if they spend up to, or over, the money off the amount.
- Vouchers cannot be exchanged for cash
- Vouchers cannot be used in conjunction with the 10% discount in the Café or Gift Shop

## 10% DISCOUNT AT CAFÉ OR GIFT SHOP

- A 10% discount can be claimed in the Café or Gift Shop by presenting a valid Membership card

## 20% DISCOUNT ON PARKING AT UNDERGROUND CAR PARK

- Dynamic Earth Members receive a 20% discount on parking at Dynamic Earth's Car Park.
- This discount is only valid when visiting Dynamic Earth. Car park tickets must be validated at the Dynamic Earth Ticket Desk at the end of your visit. Tickets will only be validated when a valid Dynamic Earth Membership Card is shown.

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## UPGRADE YOUR ANNUAL PASS TO A MEMBERSHIP

- You have one calendar month to upgrade your Annual Pass to a Membership at our Ticket Desk, or by contacting us on [supportus@dynamicearth.org.uk](mailto:supportus@dynamicearth.org.uk). You cannot upgrade after this date.
- Once you upgrade your Annual Pass to a Membership, your original Annual Pass will no longer be valid, and you will not be able to use it to access Dynamic Earth. Please remove your digital Annual Pass from your wallet.
- If you get in touch with us to upgrade online, you will be sent a single-use discount code. This cannot be shared or redeemed against any other product. You will have 72 hours to use the discount code, after which time it will expire and you will have to get back in touch with us.