

# Ffeithiau a Chwestiynnau – Aelodaeth Gardd Fotaneg Genedlaethol Cymru



## Croeso i Aelodaeth Gardd Fotaneg Genedlaethol Cymru

Bydd eich aelodaeth nid yn unig yn cefnogi un o'r erddi elusennol mwyaf hardd, hanesyddol, diddorol a phwysig yng Nghymru, bydd hefyd yn helpu i achub a gwarchod rhywogaethau o blanhigion Cymreig sydd mewn perygl, ynghyd â rhywogaethau o blanhigion sydd bellach o dan fygwth o ddiflannu o ranbarthau hinsawdd Ganoldirol y byd.

## TELERAU AC AMODAU

Drwy brynu aelodaeth flynyddol, deng mlynedd neu oes, fyddwch nid yn unig yn cefnogi'r Ardd fel elusen, ond byddwch hefyd, fel ymwelydd rheolaidd, yn arbed arian, gan roi'r cyfle i chi ymweld â'r Ardd pryd bynnag y hoffech o fewn ein horiau agor ac yn cymryd mantais o'r buddion aelodaeth sydd gennym i'w cynnig – mae'r rhain wedi'u hargraffu ar ohebiaeth aelodaeth pan fyddwch yn adnewyddu eich aelodaeth fel atgoffâd, ar gael ar ein gwefan, ac ar y ffurflen gais aelodaeth.

I gael y gorau allan o'ch aelodaeth, cymerwch yr amser i ddarllen y canlynol fel rhan o ffeithiau a chwestiynnau aelodaeth Gardd Fotaneg Genedlaethol Cymru:

## Cerdyn Aelodaeth

Yn gydnabyddiaeth i'ch aelodaeth i'r Ardd a'i buddion, yr hyn a ofynnwn yw, pan fyddwch chi'n ymweld â Gardd Fotaneg Genedlaethol Cymru, cyflwynwch eich cerdyn aelodaeth i'n tîm gwasanaethau ymwelwyr yn y brif fynedfa. **Os ydych chi wedi anghofio'ch cerdyn, bydd y tîm gwasanaethau ymwelwyr yn codi tâl mynediad arnoch, ac ni ellir ei ad-dalu.** Eich cyfrifoldeb chi yw sicrhau bod gennych chi'ch cerdyn(au) aelodaeth gyda chi cyn ymweld â'r Ardd.

Dim ond y person a enwir ar y cerdyn caiff mynediad i'r Ardd – ac eithrio Aelodaeth A Mwy, categori sy'n rhoi'r hawl i'r deiliaid cerdyn a enwir dod â gwestai. Ni ellir trosglwyddo cardiau ac rydym yn gofyn yn barchus i bob aelod llofnodi eu cardiau aelodaeth.

## Gerddi Cyfatebol

Mae gennym drefniant aelodaeth gyfatebol gyda'r Gerddi ac atyniadau canlynol:

Arboretum Westonbirt, Swydd Caerloyw; Gerddi ac Arboretum Syr Harold Hillier, Swydd Hampshire; Gardd Organig, Ryton, Coventry; Gerddi Botaneg a Thai Gwydr, Birmingham; Gardd Fotaneg Prifysgol Rhydychen ac Harboretum Harcourt; Y Fforest Law Fyw, Swydd Berkshire; Gardd Fotaneg Frenhinol Caeredin; Gardd Fotaneg Iau, Argyll; Gardd Fotaneg Logan, Galloway; Gardd Fotaneg Dawyck; Gororau'r Alban.

Dim ond deiliaid cardiau fydd yn cael mynediad i'r gerddi ac atyniadau uchod. Os oes gennych aelodaeth deuluol, cadarnhewch gyda'r ardd/atyniad yr ydych yn ymweld â hi i holi am ofynion mynediad plant. Ni chaniateir i ddeiliaid cerdyn Aelodaeth A Mwy mynd â gwesteion i erddi/atyniadau cyfatebol.

Mae'r trefniant cyfatebol yn ôl disgrisiwn yr ardd/atyniad yr ydych yn ymweld â hi. Gallai eu rheolau a'u hamodau newid ar unrhyw adeg a byddem yn awgrymu eich bod yn cysylltu â hwy i sicrhau nad yw'r gofynion mynediad wedi newid cyn gosod allan ar daith hir.

**Sicrhewch bob amser fod gennych chi'ch cerdyn aelodaeth gyda chi, fel arall bydd rhaid i chi dalu'r tâl mynediad yn yr ardd/atyniad cyfatebol.**

## Help! Rwyf wedi colli fy ngherdyn aelodaeth

Os ydych wedi colli'ch cerdyn aelodaeth, rydym yn hapus i'w amnewid ond bydd yna dâl gweinyddol o £5 ar gyfer pob cerdyn a gollir. I gael cerdyn newydd, gallwch naill ai adael eich manylion yn y brif dderbynfa neu ffonio/e-bostio'r adran aelodaeth a chaiff cerdyn aelodaeth newydd i'w gadael i chi i'w gasglu yn y brif dderbynfa. Cofiwch gall hyn cymryd ychydig ddyddiau cyn y gallwn drefnu cerdyn newydd ar eich cyfer.

## Beth yw'r trefniadau ar gyfer gofalwyr yn yr Ardd?

Mae gofalwyr yn cael mynediad am ddim i'r Ardd. Os ydych wedi'ch cofrestru'n anabl, gallwn ychwanegu 'Gofalwr' i'r cerdyn aelodaeth a bydd hyn yn helpu'r tîm gwasanaethau ymwelwyr pan fyddwch chi'n ymweld, ac yn osgoi unrhyw gwestiynau lletchwith. Os oes angen y cyfleuster hwn arnoch, rhwch wybod i'r tîm gwasanaethau ymwelwyr neu'r adran aelodaeth pan fyddwch yn prynu/adnewyddu'ch aelodaeth, a dewch â'ch bathodyn glas neu wybodaeth gofalwr cofrestredig gyda chi.

## Rwy'n aelod, beth os ydw i am ddod â ffrind gyda mi i'r Ardd?

Mae croeso i aelodau ddod â ffrindiau gyda nhw i'r Ardd, ond bydd rhaid i'w cyfeillion dalu am fynediad oni bai fod gan yr aelod y categori Aelodaeth A Mwy; lle gall yr aelod ddod â ffrind yn rhad ac am ddim. Mae Aelodaeth a Mwy yn Aelodaeth Unigol (dim ond un cerdyn a gyhoeddwyd) gyda 'chyfleuster gwestai'. Rhaid i ddeiliaid cardiau unigol, ar y cyd a theulu dalu am unrhyw westeion a ddaw i'r Ardd.

## Beth yw 'Mis Medi: Dewch â Ffrind Am Ddim'?

Yn ystod mis Medi, gall **HOLL** aelodau'r Ardd ddod â gwestai yn rhad ac am ddim; un gwestai fesul cerdyn aelodaeth. Bydd aelodau sydd ag Aelodaeth a Mwy dod â dau westai yn ystod mis Medi, yn hytrach na'r un fel arfer. Nid oes cyfyngiad i'r nifer o ddiwrnodau y gallwch ymweld â nhw ym mis Medi. Gallwch ddod bob dydd gyda ffrind os dymunwch!

## Sut ydw i'n adnewyddu fy aelodaeth?

Tua mis cyn bydd angen adnewyddu eich aelodaeth, byddwn yn anfon llythyr atoch yn gofyn am eich cefnogaeth barhaus i'r Ardd, ynghyd â ffurflen aelodaeth, mandad debyd uniongyrchol ac amlen hunangyfeiriol.

Os wnaethoch dalu am eich aelodaeth gydag arian parod, sic neu gerdyn debyd/credyd yn y man cyntaf, mae croeso i chi wneud hynny eto, a gallwch naill ail ddychwelyd y ffurflenni drwy'r post i'r adran aelodaeth a gwirfoddolwyr neu eu gollwng yn y brif dderbynfa ar eich ymweliad nesaf.

Os ydych chi'n adnewyddu'ch aelodaeth yn bersonol wrth ddesg yn y brif dderbynfa, byddant yn cymryd taliad a'n rhoi tocyn aelodaeth dros dro – yn ddilys am fis o ddyddiad y taliad – ar gyfer y cyfnod o amser cyn i ni dderbyn eich ffurflen cais am aelodaeth a phostio eich cerdyn aelodaeth newydd. Os yw'r aelodaeth wedi dod i ben, bydd aelodaeth yn dyddio o'r dyddiad pan dderbyniwyd y taliad.

Os byddwch yn adnewyddu drwy'r post neu dros y ffôn, ni fydd unrhyw gerdyn aelodaeth dros dro yn cael ei rhoi. Mae hyn hefyd yn berthnasol i aelodau y mae eu haelodaeth wedi dod i ben. Bydd yr aelodaeth y dyddio o'r dyddiad dod i ben ar y cerdyn neu 'os yw'r aelodaeth wedi dod i ben' bydd wedi'i ddyddio o'r dyddiad prosesu.

## A allaf dalu trwy ddebyd uniongyrchol?

Os ydych yn dymuno adnewyddu'ch aelodaeth trwy ddebyd uniongyrchol, yr holl sydd angen i chi wneud yw cwblhau'r ffurflen mandad debyd uniongyrchol, ynghyd â'r ffurflen aelodaeth, a'u dychwelyd i'r adran aelodaeth yn yr Ardd. Gallwch naill ai bostio'r ffurflen neu ei adael yn y swyddfa aelodaeth neu'r brif dderbynfa.

Am eich gwybodaeth, ond dwywaith y mis yr ydym yn prosesu taliadau Debyd Uniongyrchol, fel arfer tua'r 1af a'r 15fed o'r mis. **Rhowch dair wythnos ar gyfer prosesu Debyg Uniongyrchol o'r dyddiad postio os gwelwch yn dda.**

## Faint o amser y bydd yn cymryd i brosesu fy aelodaeth?

Rydym yn cynghori'n holl aelodau i ganiatáu hyd at 28 diwrnod ar gyfer prosesu aelodaeth o'r dyddiad derbyn. Gall aelodaeth cael ei brosesu cyn yr amser hwn, yn dibynnu ar gyfnodau prysur y flwyddyn ac absenoldebau staff a gwyliau blynyddol.

## Rwyf am newid fy nghategori aelodaeth eleni?

Os ydych chi'n penderfynu newid o aelodaeth Unigol i Ar y Cyd neu Deulu i Ar y Cyd ac ati, yna'r holl sydd angen i chi wneud yw cofnodi'r categori aelodaeth newydd ar eich ffurflen. Fodd bynnag, peidiwch ag anghofio mewnbynnu naill ai enw'r aelod ychwanegol neu ddileu enw'r aelod fel bo'r angen.

## Sut ydw i'n canslo fy aelodaeth (debyg uniongyrchol)?

Rydym yn deall bod amgylchiadau'n newid. Os oes angen i chi ganslo'ch aelodaeth, neu os nad ydych am adnewyddu, cysylltwch â ni naill ai drwy'r post neu drwy e-bost. Os oes gennych ddebyd uniongyrchol, bydd angen i chi roi gwybod inni yn ysgrifenedig eich bod yn canslo'r debyg uniongyrchol a rhaid i chi ganslo'r debyd uniongyrchol ar unwaith gyda'ch banc. **Nid ydym yn rhoi unrhyw ad-daliadau ar unrhyw gategori aelodaeth.**

## Mae angen i mi roi gwybod i chi am newid cyfeiriad ac ati?

Os ydych chi'n symud tŷ, wedi newid eich enw neu os yw aelod wedi marw, neu os ydych wedi newid eich cyfeiriad e-bost neu'ch rhif ffôn, rhowch wybod i ni yn ysgrifenedig naill ai drwy'r post neu drwy e-bost. **PEIDIWCH Â RHOI MANYLION DROS Y FFÔN OS GWELWCH YN DDA.** Rhowch eich hen gyfeiriad a'ch cyfeiriad newydd os gwelwch yn dda. Byddwn bob amser yn danfon e-bost atoch yn cadarnhau unrhyw newidiadau a wnewch.

**NODWCH:** Nid yw Gardd Fotaneg Genedlaethol Cymru o dan unrhyw rwymedigaeth i amnewid cardiau aelodaeth pan anfonir cardiau at gyfeiriad cyfredol mewn ffydd dda; ond nid yw'r aelodau wedi rhoi gwybod i ni am newid cyfeiriad yn ysgrifenedig neu os yw aelodau wedi rhoi cyfeiriad anghywir. Cyfrifoldeb yr aelod yw cael y cerdyn (cardiau) aelodaeth o'r cyfeiriad blaenorol/anghywir.

## Hoffwn roi Aelodaeth fel Anrheg. Sut ydw i'n gwneud hyn?

Mae gan y ffurflenni aelodaeth y cyfle i roi aelodaeth fel anrheg i ffrindiau a theulu. Gall ceisiadau Aelodaeth fel Anrheg cael eu cymryd yn y brif dderbynfa neu yn y swyddfa aelodaeth a gwirfoddolwyr.

## A allaf i brynu aelodaeth fel anrheg yn yr Ardd?

Gall archebion am aelodaeth fel anrheg cael eu gwneud dros y ffôn. Gellir anfon yr anrheg at y derbynnydd neu i'r prynwr.

**Rhowch o leiaf 10 diwrnod o rybudd wrth archebu aelodaeth fel anrheg i'w hanfon drwy'r post.**

**NODWCH:** Pan ddaw'r amser i adnewyddu aelodaeth anrheg, anfonir y manylion adnewyddu i'r derbynnydd, nid y prynwr – mae'n ddrwg gennym, nid oes gennym y cyfleuster i'w wneud fel arall!

## Mae fy mhriod/partner wedi marw, a allaf gael ad-daliad?

Nid ydym yn rhoi unrhyw ad-daliadau ar unrhyw gategori aelodaeth gydag un eithriad. Os ydych wedi colli priod/partner ac mae yna ychydig fisoedd yn weddill ar y cerdyn aelodaeth, byddwn yn cyfnewid y cerdyn am gerdyn

Aelodaeth a Mwy fel y gallwch ddod â ffrind gyda chi i'r Ardd am weddill yr aelodaeth. O ran aelodaeth Oes neu Ddeng Mlynedd, bydd cerdyn gwestai ond yn ddilys am un flwyddyn.

## **Ydw i'n gallu llogi cadair olwyn neu sgwter symudedd?**

Nid oes tâl am logi cadair olwyn yn yr Ardd, ond gwerthfawrogir rhodd fach, gan fod angen cynnal yr eitemau hyn. Cysylltwch â'r tîm gwasanaethau ymwelwyr i archebu cadair olwyn.

Gellir llogi sgwteri symudedd am gost o £6\* y dydd, ond oherwydd y nifer uchel o ymwelwyr rydym bob amser yn cynghori bod y rhain yn cael eu harchebu o flaen llaw gyda'r adran gwasanaethau ymwelwyr i osgoi unrhyw siom. Ffôn: 01558 667149

## **Mae fy ffrind, sy'n aelod, yn derbyn cylchlythyr wythnosol gennych chi ond dwi ddim. Gallwch chi helpu?**

Rydym yn cynghori'r holl aelodau i gofrestru ar gyfer y cylchlythyr wythnosol a anfonir allan fel arfer ar brynhawn Dydd Gwener, sy'n rhoi crynodeb/atgoffâd o ddigwyddiadau sydd ar ddod yn yr Ardd ac unrhyw newyddion neu gynigion arbennig sydd gennym.

I gofrestru, e-bostiwch eich enw, rhif aelodaeth a chod post i'r adran aelodaeth a gwirfoddolwyr: [jane.down@gardenofwales.org.uk](mailto:jane.down@gardenofwales.org.uk)

## **A oes unrhyw ddigwyddiadau nad yw fy aelodaeth yn eu cynnwys yn yr Ardd?**

Yn achlysurol, mae gennym ddigwyddiadau yn yr Ardd sy'n gofyn am dâl mynediad ychwanegol, bydd y rhain yn cynnwys:- Cwrdd â Mirgath, Cyngerdd Gŵyl Ifan, Sioeau Nadolig a Theithiau a Boreau Coffi Aelodau, a chyngherddau a digwyddiadau eraill, er y rhoddir rhybudd llawn.

## **Nid wyf wedi derbyn fy nghylchgrawn aelodaeth?**

Rydym yn cynhyrchu tri rhifyn o Yr Ardd, cylchgrawn yr aelodau, bob blwyddyn. Caiff rhifyn y gwanwyn ei bostio at bob aelod a bydd yn cynnwys llyfryn digwyddiadau.

Caiff rhifau dilynol o Yr Ardd, yn yr haf a'r hydref, eu hanfon at yr holl aelodau â chyfeiriad e-bost. Bydd yr aelodau hynny heb gyfleuster e-bost yn derbyn copi yn y post.

Yn unol â'n polisi cynaliadwyedd/amgylchedd, yr ydym yn ceisio lleihau'r papur a phostio yr ydym yn defnyddio, ac felly mae anfon e-gylchgrawn yn sicrhau ein bod yn cydymffurfio â'n polisi ac yn ein helpu ni fel elusen i arbed arian sydd ei angen. Os hoffech gael copi caled o'r cylchgrawn, gellir eu casglu o wahanol fannau gwybodaeth o gwmpas yr Ardd.

## **Mae fy ffrind, sy'n aelod, wedi derbyn tocynnau mynediad am ddim ond nid ydw i. Pam?**

Fel rhan o fuddion Aelodaeth Oes a Deg Mlynedd, mae aelodau'n derbyn 6 tocyn mynediad am ddim bob flwyddyn, fesul aelodaeth, sy'n cael eu hanfon gyda rhifyn y gwanwyn o gylchgrawn Yr Ardd.

## **Preifatrwydd Data**

Weithiau bydd Gardd Fotaneg Genedlaethol Cymru'n casglu data personol oddi wrth bobl y mae'n rhyngweithio â nhw, ond fe ddywedir wrthyhych bob tro pan gaiff ei gasglu ac at beth y caiff ei ddefnyddio.

Ni fyddwn byth yn trosglwyddo'ch data personol i unrhyw un arall oni bai eich bod wedi cytuno neu oni bai bod gofyn i ni yn ôl cyfraith, a byddwn bob tro yn cymryd y gofal mwyaf am unrhyw ddata personol a gasglwn. Gellir dod o hyd i fanylion llawn yn ein [Hysbysiad Preifatrwydd](#).

## Eich hawliau

Mae gennych yr hawliau canlynol o dan Y Rheoliad Cyffredinol ar Ddiogelu Data (GDPR), er hynny nid ydynt oll yn hawliau terfynol:

- I gael copi o'ch data (Cais am Fynediad gan Wrthrych Data);
- I ofyn i ni newid data anghywir neu anghyflawn;
- I ofyn i ni ddileu neu roi'r gorau i brosesu eich data; a
- I wrthwynebu prosesu eich data lle rydym yn dibynnu ar ein buddiannau cyfreithlon fel sail gyfreithlon ar gyfer prosesu.

Cysylltwch â Swyddog Gwarchod Data'r Ardd ar y cyfeiriad isod os ydych yn dymuno gweithredu unrhyw rai o'r hawliau yma neu i drafod defnydd eich data personal. I wneud Cais am Fynediad gan Wrthrych Data, cwblhewch ein [Ffurflen Cais am Fynediad gan Wrthrych Data](#) a'i hanfon at y Swyddog Gwarchod Data.

Swyddog Gwarchod Data, Gardd Fotaneg Genedlaethol Cymru, Llanarthne, Sir Gâr SA32 8HG

Neu e-bostiwch [dataprotection@gardenofwales.org.uk](mailto:dataprotection@gardenofwales.org.uk). Mae croeso i chi gysylltu gyda ni yn y Gymraeg neu'r Saesneg.

## Gwneud cwyn

Dylech gysylltu â Swyddog Gwarchod Data'r Ardd ar y cyfeiriad uwch os dymunwch wneud cwyn. Ar yn ail medr wch gysylltu â'r Comisiynydd Gwybodaeth yn <https://ico.org.uk/make-a-complaint>.

Rydym am i chi fwynhau'ch aelodaeth a phob ymweliad a wnewch i Ardd Fotaneg Genedlaethol Cymru. Rydym yn gobeithio y bydd y wybodaeth uchod yn ateb unrhyw gwestiynau sydd gennych.

Am unrhyw ymholiadau, cysylltwch â: Adran Aelodaeth a Gwirfoddolwyr, Gardd Fotaneg Genedlaethol, Llanarthne, Sir Gaerfyrddin, SA32 8HG Ffôn: 01558 667118 E-bost: [jane.down@gardenofwales.org.uk](mailto:jane.down@gardenofwales.org.uk)

\*Gall cost sgwter symudedd newid heb rybudd.

\*\*\*\*\*

# FAQs - Membership

# National Botanic Garden

# of Wales



## Welcome to Membership of the National Botanic Garden of Wales

Your membership will not only support one of the most beautiful, historic, interesting and important garden charities in Wales, it will also help to save and protect endangered, native Welsh plant species together with plant species now threatened with extinction from Mediterranean climate regions around the world.

### TERMS AND CONDITIONS

Taking out an annual, ten-year or life membership will not only support the Garden charity, but as a regular visitor it will save you money too, providing an opportunity for you to visit the Garden whenever you want within our opening hours and hopefully taking advantage of some of the benefits of membership that we have to offer – these are printed as a reminder on membership correspondence when you renew your membership, are available on our website, and on the membership application form.

To fully enjoy your membership, please take the time to read the following as part of the terms and conditions of membership of the National Botanic Garden of Wales:

### Membership Card

In return for your Garden membership and all the benefits this brings, all we ask is that when you visit the National Botanic Garden of Wales you present your membership card to our visitor services team at the main entrance. **If you have forgotten your card, the visitor services team will charge you for entry which is non-refundable.** It is your responsibility to ensure that you have your membership card(s) with you before setting out for the Garden.

Only the named person on the card will be permitted entry – with the exception of Membership Plus, a category which entitles the named cardholder to bring a guest. Cards are not transferrable and we respectfully ask that all members sign their membership cards.

### Reciprocal Gardens

We have a reciprocal membership arrangement with the following Gardens and attractions:

Westonbirt Arboretum, Gloucestershire; The Sir Harold Hillier Gardens & Arboretum, Hampshire; Garden Organic, Ryton, Coventry; The Birmingham Botanical Gardens & Glasshouses; University of Oxford Botanic Garden & Harcourt Arboretum; The Living Rainforest, Berkshire; Edinburgh Royal Botanic Garden; Younger Botanic Garden; Logan Botanic Garden; and Dawyck Botanic Garden.

Only card holders will be granted access to the above gardens and attractions. If you have family membership, please check with the garden/attraction you are visiting to inquire about entry requirements for children. Membership Plus card holders will not be permitted to take a guest to reciprocal gardens/attractions.

The reciprocal arrangement is at the discretion of the garden/attraction you are visiting. Their rules and regulations could change at any time and we would suggest contacting them to ensure that entry requirements have not changed before setting out on a long journey.

**Always ensure that you have your membership card with you, otherwise you will have to pay the entrance fee at the reciprocal garden/attraction.**

## **Help! I've lost my membership card**

If you have lost your membership card we are happy to replace it but an administration charge of £5 will apply for each lost card. To obtain a replacement card, you can either leave your details at the main visitor reception or phone/email the membership department and a replacement membership card will be left for you to collect at the main visitor entrance. Please be aware that it may be a few days before we can arrange a replacement card for you.

## **What are the arrangements for carers at the Garden?**

Carers are permitted free admission to the Garden. If you are registered disabled we can add 'Carer' to the membership card and this will help the visitor services team when you visit and avoid any awkward questions. If you need this facility, please inform either the visitor services team or the membership department at the time of taking out/renewing membership and bring your blue badge or registered carer information with you.

## **I'm a member, what if I want to bring a friend with me to the Garden?**

Members are most welcome to bring friends with them to the Garden but their friends will have to pay for admission unless the member has the category of Membership Plus; whereby the member can bring a friend free of charge. Membership Plus is an Individual Membership (only one card issued) with a 'guest facility'. Individual, Joint and Family card holders will have to pay for any guests they bring to the Garden.

## **What is 'September: Bring a Friend for Free'?**

During the month of September, **ALL** members can bring a guest to the Garden free of charge; one guest per membership card. Members who have Membership Plus will be able to bring two guests in September, instead of the normal one. There is no limit to the number of days you can visit in September. You can come every day with a friend if you wish!

## **How do I renew my membership?**

Approximately one month before your membership is due for renewal, we will send you a letter seeking your continued support of the Garden, together with a membership form, direct debit mandate and self-addressed envelope.

If you paid by cash, cheque or debit/credit card for your membership initially, you are welcome to do so again and can either return the forms by post to the membership & volunteer department or drop them in at the visitor services desk when you next visit.

If you renew your membership in person at the visitor services desk, they will take payment and give you a temporary membership ticket - valid for one month from the date of payment - to cover the intervening period until we receive your membership application and post out your new membership card. If membership has lapsed, membership will be dated from the date when payment was received.

If you renew by post or over the phone, no temporary membership card will be issued. This also applies to members whose membership has lapsed. Membership will be dated from the expiry date on the card or 'if the membership has lapsed' it will be dated from the day of processing.

## **Can I pay by direct debit?**

If you wish to renew your membership by direct debit, then all you have to do is complete the direct debit mandate form, together with the membership application form, and return them to the membership department at the Garden. You can either post the form or drop it in to the membership office or visitor services desk.

For your information, we only draw down Direct Debits twice a month, usually around the 1<sup>st</sup> and 15<sup>th</sup> of the month. **Please allow three weeks for processing of Direct Debits from the date of posting.**

## **How long will it take to process my membership?**

We advise all members to please allow up to 28 days for processing of membership from date of receipt. Membership may be processed before this time, depending on busy periods of the year and staff absences and annual leave.

## **I want to change my membership category this year?**

If you decide to change from Individual to Joint membership or Family to Joint etc., then all you have to do is indicate the new membership category on the membership renewal form. However, don't forget to input either the additional member name or delete the member name as required.

## **How do I cancel my membership (direct debit)?**

We understand that circumstances change. If you need to cancel your membership, or do not wish to renew, please contact us either by post or email. If you have a direct debit, you will need to let us know in writing that you are cancelling the direct debit and please cancel the direct debit immediately with your bank. **We do not give any refunds on any membership category.**

## **I need to let you know about a change of address etc?**

If you are moving house, have changed your name or a member has passed away, or you have changed your email address or telephone number, please let us know in writing either by post or email. **PLEASE DO NOT LEAVE DETAILS ON THE TELEPHONE.** Please provide your old address and your new address. We will always send you an email confirming any changes you make.

**NB:** The National Botanic Garden of Wales is not under any obligation to replace membership cards when cards have been sent to a current address in good faith; but members have not informed us of a change of address in writing or members have given an incorrect address. It is the responsibility of the member to obtain the card(s) from the previous/incorrect address.

## **I'd like to give someone the Gift of Membership. How do I do this?**

Membership application forms have the facility for giving membership as a gift to friends and family. Gift applications can be taken out at the main visitor services desk or at the membership & volunteer office.

## **Can I purchase membership as a gift at the Garden?**

If you apply in person at the main visitor services desk, you will be given gift pack and envelope there and then with temporary membership ticket. Membership cards will be sent later when the application is processed by the membership department.

## **Can I buy membership as a gift over the phone?**

Orders for membership gifts can be taken over the phone. The gift can either be sent to the recipient or to the purchaser.

**Please give at least 10 days' notice when ordering membership gifts to be sent by post.**

**NB:** when the time comes to renew a gift membership, the renewal details will be sent to the recipient, not the purchaser – sorry, we just do not have the facility to do otherwise!

## **My spouse/partner has passed away, can I get a refund?**

We do not give any refunds on any membership category with one exception. If you have lost a spouse/partner and there are few months left on the membership card, we will exchange the card for a guest card so that you can bring a friend with you to the Garden for the remainder of the membership. With regard to Life or Ten Year membership, a guest card will only be valid for one year.

## **Can I hire a wheelchair or mobility scooter at the Garden?**

There is no charge for the hire of a wheelchair at the Garden but a small donation would be appreciated, as these items need to be maintained. Please contact the visitor services team to book a wheelchair.

Mobility scooters can be hired at a cost of £6\* per day, but due to high visitor numbers we always advise that these are booked well in advance with the visitor services department to avoid any disappointment. Tel: 01558 667149



## **My friend, who is a member, gets a weekly email from you but I don't. Can you help?**

We advise all members to sign up for the weekly newsletter which is usually sent out on a Friday afternoon and is just a summary/reminder of forthcoming events at the Garden and any news or special offers that we may have.

To sign up, just email your name, membership number and post code to the membership & volunteer department: [jane.down@gardenofwales.org.uk](mailto:jane.down@gardenofwales.org.uk)

## **Are there any events that my membership does not include at the Garden?**

We occasionally have events at the Garden that require an extra admission charge, these would include:- Meet a Meerkat, the Midsummer Concert, Christmas Shows and Members & Volunteers Coffee Mornings & Trips, and other concerts and events, though full notice will be given.

## **I've not received the membership magazine?**

We produce three editions of Yr Ardd, the members' magazine, each year. The spring issue is posted out to all members and will include an events brochure.

Subsequent issues of Yr Ardd, in the summer and autumn, will be emailed out to all members with an email address. Those members without email facility will receive a copy in the post.

In line with our sustainability/environment policy, we are trying to cut down on paper and postage, thereby sending an e-magazine ensures that we comply with our policy and helps us as a charity to save much needed funds. If you would like a hard copy of the magazine, they can be collected from various information points around the Garden.

## **My friend who is a member received complimentary admission tickets but I didn't. Why not?**

As part of Life and Ten-Year Membership benefits, members receive 6 complimentary tickets annually per membership, which are sent out with the Spring edition of the Yr Ardd members' magazine.

## **General Data Protection Regulation (GDPR)**

The National Botanic Garden of Wales sometimes collects personal data of people with whom it interacts, but you will always be told when it is being collected and what it is used for.

We never pass your personal data on to anyone else unless you have agreed or unless we are required to by law, and we always take the greatest care of any personal data we collect.

Full details can be found in our [Privacy Notice](https://botanicgarden.wales/about-the-garden/privacy/privacy-notice/) at <https://botanicgarden.wales/about-the-garden/privacy/privacy-notice/>

### **Your rights**

You have the following rights under the General Data Protection Regulation (GDPR), although not all are absolute rights:

- To obtain a copy of your data (a Subject Access Request);
- To ask us to change incorrect or incomplete data;
- To ask us to delete or stop processing your data; and
- To object to the processing of your data where we are relying on our legitimate interests as the lawful basis for processing.

Please contact the Garden's Data Protection Officer at the address below if you wish to exercise any of these rights or to discuss the use of your personal data. To make a Subject Access Request, please complete our [Subject Access Request Form](#) and send it to the Data Protection Officer.

Data Protection Officer, National Botanic Garden of Wales, Llanarthne, Carmarthenshire SA32 8HG.

Or e-mail [dataprotection@gardenofwales.org.uk](mailto:dataprotection@gardenofwales.org.uk)

### **Making a complaint**

You should contact the Garden's Data Protection Officer at the above address if you wish to make a complaint. Alternatively you can contact the Information Commissioner at <https://ico.org.uk/make-a-complaint>.

\*\*\*\*\*

We want you to enjoy your membership and every visit you make to the National Botanic Garden of Wales. We hope that the above information answers any questions you may have. Any queries, please contact:

Membership & Volunteer Department, National Botanic Garden of Wales, Llanarthne, Carmarthen SA32 8HG  
Tel: 01558 667118 Email: [jane.down@gardenofwales.org.uk](mailto:jane.down@gardenofwales.org.uk)

\*Cost of mobility scooter may change without further notice.