

Website Terms and Conditions

Natural Sciences Museum CIO and related subsidiaries

Effective date: 01/04/2026 Last updated: 01/04/2026

These Terms and Conditions govern your access to and use of the Natural Sciences Museum website, including any pages, content, digital services, booking features, donation pages, membership areas, online shop features, and related services (the "Website"). By using the Website, you agree to be bound by these Terms and Conditions. If you do not agree, you should not use the Website.

1. About us

This Website is operated by the Natural Sciences Museum CIO and related subsidiaries and affiliated entities responsible for museum operations, exhibitions, education, memberships, fundraising, retail, events, and related charitable or commercial activities.

Our contact details are:

Natural Sciences Museum CIO
149 Home Lane, Sheffield, UK, S6 4JR
Email: info@nsm-uk.org
Phone: 01146980642

2. Use of the Website

You may use the Website only for lawful purposes and in accordance with these Terms and Conditions.

You agree not to misuse the Website, interfere with its operation, attempt unauthorised access to any systems or data, introduce malicious code, use the Website in a way that could damage our reputation, or use any automated means to scrape or extract content except where lawfully permitted.

We may suspend, restrict, or terminate access to the Website where we reasonably believe these Terms and Conditions have been breached or where necessary for security, maintenance, legal, or operational reasons.

3. Changes to the Website

We may update, change, suspend, withdraw, or restrict access to any part of the Website at any time without notice. We do not guarantee that the Website, or any content on it, will always be available or uninterrupted.

4. Accuracy of information

We aim to keep Website content accurate and up to date. However, information on exhibitions, events, collections, opening times, pricing, ticket availability, educational activities, retail items, and other services may change without notice.

Content on the Website is provided for general information only and should not be relied on as professional, financial, legal, or scientific advice. You should verify important information directly with us before acting on it.

5. Bookings, tickets, memberships, donations, and purchases

Where the Website allows you to buy tickets, book events, make donations, purchase goods, or apply for or manage memberships, additional terms may apply to those transactions. Those additional terms will form part of your agreement with us where relevant.

You must provide accurate and complete information when making a booking, purchase, donation, or membership application.

All payments are subject to verification, authorisation, and any applicable terms of our payment providers. We reserve the right to refuse, cancel, or limit transactions where reasonably necessary.

6. Intellectual property

Unless otherwise stated, the Website and all content on it, including text, images, graphics, branding, logos, audio, video, publications, designs, databases, and software, are owned by or licensed to Natural Sciences Museum and are protected by copyright, trade mark, database, and other intellectual property laws.

You may view, download, and print limited extracts from the Website for your personal, non-commercial use only, provided you do not remove copyright or proprietary notices and do not modify the material in a misleading way.

You must not reproduce, distribute, publish, adapt, commercially exploit, or create derivative works from Website content without our prior written permission, unless permitted by law.

7. User submissions

If you submit content to us through the Website, including feedback, reviews, enquiries, competition entries, application materials, photographs, or other materials, you confirm that you have the right to provide that content and that it does not infringe the rights of any person or breach any law.

Where relevant, you grant us a non-exclusive, worldwide, royalty-free licence to use, reproduce, store, and process that content for the purpose of operating the Website, administering the relevant service, responding to your request, or promoting our activities where permitted.

8. Privacy and cookies

Your use of the Website is also subject to our Privacy Policy and any Cookie Policy or cookie notice made available on the Website. Those documents explain how we collect, use, and protect personal data and how cookies and similar technologies are used.

9. Links to third-party websites

The Website may contain links to third-party websites, platforms, booking providers, donation processors, social media services, or partner organisations. These links are provided for convenience only.

We do not control third-party websites and are not responsible for their content, availability, security, or privacy practices. Accessing third-party sites is at your own risk.

10. Accessibility

We aim to make the Website accessible and usable for as many people as possible. However, we do not guarantee that every part of the Website will always be fully accessible or compatible with every device, browser, or assistive technology.

If you experience accessibility issues, please contact us using the details above.

11. Viruses and security

We do not guarantee that the Website will be secure or free from bugs, viruses, or other harmful components. You are responsible for using appropriate virus protection software and configuring your technology to access the Website securely.

You must not knowingly introduce malware, attempt unauthorised access, attack the Website, or interfere with its systems or data. Such actions may be a criminal offence.

12. Limitation of liability

Nothing in these Terms and Conditions excludes or limits liability that cannot lawfully be excluded or limited under applicable law.

To the fullest extent permitted by law, Natural Sciences Museum excludes all implied warranties, representations, conditions, and other terms that may apply to the Website or any content on it.

We will not be liable for any indirect or consequential loss, loss of profit, loss of revenue, loss of data, loss of opportunity, loss of goodwill, business interruption, or similar loss arising from or connected with your use of, or inability to use, the Website.

We are not liable for loss or damage caused by viruses, distributed denial-of-service attacks, or other technologically harmful material that may affect your devices, equipment, programs, data, or other proprietary material due to your use of the Website or any linked site.

Where you use the Website as a consumer, these Terms and Conditions do not affect your statutory rights.

13. Indemnity

You agree to indemnify and hold harmless Natural Sciences Museum, its subsidiaries, affiliates, trustees, officers, employees, agents, and contractors from and against claims, liabilities, damages, losses, and expenses arising out of your breach of these Terms and Conditions or your misuse of the Website, except to the extent prohibited by law.

14. Governing law and jurisdiction

These Terms and Conditions, their subject matter, and any dispute or claim arising out of or in connection with them or the Website shall be governed by the laws of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction, except where mandatory consumer protection law in another part of the United Kingdom gives you the right to bring proceedings there.

15. Changes to these Terms and Conditions

We may revise these Terms and Conditions from time to time by updating this page. The updated version will take effect from the date stated at the top of the page. You should check this page periodically to ensure you understand the terms that apply when you

use the Website.

16. Contact us

If you have questions about these Terms and Conditions, please contact:

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