

# FAQs

A guide for Friends

# General Queries:

Please note that these FAQs are subject to change due to Covid-19 restrictions

## 1. What hours can I contact the Friends office with a query?

▲ 11:00-17:30 Monday

▲ 09:15-17:30 Tuesday-Friday

The Friends office is closed on Thursday evenings and at weekends.

On Thursday evenings and weekends, we aim to have a member of staff at the Friends' desk who will help you with your query. They will also be able to answer any phone calls made to the Friends number 01 661 9877. Please note that the answering machine is checked during office hours only. We are supported by a team of volunteers Front of House.

## 2. How can I contact the Friends office?

Contact the Friends office via email [friends@ngi.ie](mailto:friends@ngi.ie), phone 01 661 9877 or by post. Our postal address is No.5 South Leinster Street, Dublin 2.

## 3. What do I need my membership card for?

You will need your membership card as proof of membership, to access the Members' room (see Benefits, Question 1), to enter exhibitions for free, when booking events in the Gallery and to receive discounts in the Gallery shop & café.

## 4. Where can I give feedback?

Your feedback is always welcome and encouraged. If you would like to provide us with feedback please call (01 661 9877), email ([friends@ngi.ie](mailto:friends@ngi.ie)) or fill in one of our comment cards (available at the Friends' desk).

## 5. What other ways can I support the National Gallery of Ireland?

▲ If you are interested in finding out more about our expanded programme for Patrons please contact Sarah Conroy, Manager, Friends of the National Gallery [friends@ngi.ie](mailto:friends@ngi.ie) 01 632 5527

▲ If you are interested in becoming a Corporate Partner please contact Maria Noonan, Head of Development, [development@ngi.ie](mailto:development@ngi.ie), 01 632 5541

▲ If you are interested in leaving a legacy or making a donation please contact Maria Noonan, Head of Development, [development@ngi.ie](mailto:development@ngi.ie), 01 632 5541

▲ If you are interested in hiring Gallery spaces for private events from weddings to conferences and other bespoke opportunities, please contact [events@ngi.ie](mailto:events@ngi.ie) or 01 661 5133

▲ Visit the Gallery Shop. You can also find them online [nationalgallery.ie/gallery-shop](http://nationalgallery.ie/gallery-shop)

## 6. How does my membership support the Gallery?

Thanks to your support we were able to acquire *Crayfish* by Anne Yeats for the national collection of art and contribute to the acquisition of *Her First Communion* by John Lavery. In addition to contributing to the national collection and supporting research (Exhibition catalogues for: *Margaret Clarke: An Independent Spirit*, and *Making Their Mark: Irish Painter Etchers 1880-1930*), you have supported two Gallery exhibitions, *Curious Creatures: Frans Post and Brazil* in 2018 and *Bauhaus 100: The Print Portfolios* in 2019.

**7. After March 2020 will I still receive the Friends Events Guide and Gallery's What's On publications if I don't have an email address?**

To reduce the substantial cost of posting the *Friends Events Guide* and *Gallery What's On* to members and with increased awareness of eco-initiatives, from March 2020 we will be posting both publications **by request only**. Members will receive both guides by email in PDF form. Printed guides will be available to all members in the Gallery. Members for whom we do not have an email address will continue to receive the printed guides by post. However, if we do not have your email address and you wish to receive the guides electronically, please contact us with your email address and we will arrange to email you in future.

**8. What is your data policy?**

By signing up a member, you agree to us processing your data.

Your data will be processed internally by: Friends of the National Gallery of Ireland and/or the National Gallery of Ireland to book you into events. Your financial data will be shared with Ticketsolve and/or AIB for the purpose of processing payment.

You can reach our data protection officer at this address or by email at [dataprotection@ngi.ie](mailto:dataprotection@ngi.ie).

Further information about data protection can also be found on our website at <https://www.nationalgallery.ie/what-we-do/governance/privacy-and-data-protection>

The provision of your data is required for servicing your Friends membership and is voluntary on your part. The legal basis for the processing of your data results from your Friends membership agreement. Booking places on events is one of the ways we service your membership.

Your information will only be stored by us for as long as it is necessary to provide the service to you. Subsequently, this data will be deleted if we do not have your consent to continue to process it and there is no other legal reason for retaining the data.

You have the right to access the personal data we hold relating to you at any time. Also, on request, we will correct your data according to your preference should errors be identified. At your request, we will also delete all of your personal data, provided that we do not have to keep it to comply with statutory retention requirements. In any such case, we will restrict your data for further processing so that it can no longer be used. You also have a right to object to the further processing of your data and the right to receive your data in electronic form. If you wish to exercise any of these rights, please contact our Data Protection Officer using the details given above. Your data will not be used by us for automated decision-making or profiling.

If you believe that your data is not being processed by us in accordance with applicable data protection laws, you have the right of appeal.

# Membership Queries:

## 1. How do I sign up for Direct Debit?

Please fill in our direct debit form available online [HERE](https://www.nationalgallery.ie/sites/default/files/2017-08/direct-debit-friends.pdf) (<https://www.nationalgallery.ie/sites/default/files/2017-08/direct-debit-friends.pdf>) or at the Friends' desk. To sign up for direct debit you will need your BIC and IBAN - these are located on the top of your bank statement. You can drop back the form to the Friends' desk or post it to Friends of the National Gallery of Ireland, No.5 South Leinster Street, Dublin 2. From the 1<sup>st</sup> of January we are pleased to introduce Direct Debit payments by phone. Please note: Direct Debits payment by phone cannot be taken at the Friends' desk, phonecalls of this nature must be transferred through to the Friends office i.e. can only be able to be facilitated during office hours. This is for the purpose of confidentiality as the Friends' desk is located in a public place.

## 2. Why sign up to Direct Debit?

Paying by Direct Debit reduces annual renewal administration for us, as well as offering you the lowest price. Paying by Direct Debit you will save a minimum of 10% each year, every year.

## 3. How do Direct Debit renewals work?

This is a recurring payment which will be debited from your bank account annually. You will be charged within your renewal month. You will receive your updated membership card automatically each year. The Friends office will be in contact prior to your renewal date notifying you that your account is due for renewal.

## 4. If I am not on Direct Debit, how will I know when to renew?

Your renewal date is located on the back of your membership card. From 2020 onwards we are returning to monthly renewal dates. The Friends office will be in contact prior to your renewal date notifying you that your account is due for renewal.

## 5. How can I renew my membership?

You can renew your membership by phone (01 661 9877) online [HERE](https://www.nationalgallery.ie/friends/membership-renewal) (<https://www.nationalgallery.ie/friends/membership-renewal>), by post (Friends of the National Gallery of Ireland, No.5 South Leinster Street, Dublin 2) or in person at the Friends' desk in the Gallery.

## 6. Gift Vouchers?

If you are interested in purchasing a Membership Gift Voucher, you can do so online (<https://www.nationalgallery.ie/friends/gift-membership>), or by phoning Friends on 01 661 9877. Alternatively, you can visit the Gallery and purchase it in person at the Friends' desk.

A voucher is redeemable solely on Friends memberships (including renewals). Upon purchase, you will be issued with a voucher code which the gift recipient can then use to purchase or renew a Friends of the National Gallery of Ireland membership. The recipient must select a membership matching the price of the voucher when redeeming. The voucher code is valid for up to five years. However, once the recipient uses the code to activate their membership, it is valid for one year from the date of activation. Vouchers are non-refundable. Please note: the recipient receives the code with the gift voucher and they must use the code to activate the membership. The membership is not valid until it is activated so they will not receive any correspondence from the Friends office until they have activated the membership.

## 7. What is the new Joint membership category?

Following extensive research, we have made changes to the various levels of membership available to our Friends. We have combined the 'family' and 'dual' membership categories and replaced them with a new and more flexible category, *Joint* membership. This is for either two named card holders or one named card holder plus guest. (Please note exhibitions are now free for under 18s.)

## 8. How does the new Joint membership category work?

There are two options:

- ▲ Add another name to the second card and this person can visit the Gallery independent of the account holder and avail of all benefits. Benefits include free unlimited entry to exhibitions, access to the Members' room, discounts, members-only events and more.

▲ Alternatively, you can use this membership to bring any guest with you to the Gallery to avail of all benefits. If you choose this option, the cardholder needs to present for the guest to gain entry to exhibitions and to avail of all the other benefits. Benefits include free unlimited entry to exhibitions, access to the Members' room, discounts, members-only events and more. With this option, you do not have to bring the same guest each time. The first card will be in your name and the second card will have your name plus guest e.g. John Murphy and John Murphy guest.

Upon purchasing or renewing this category of membership you choose whether to add a name for the year or have the option of guest flexibility. We cannot facilitate name changes during the year only at sign up time or renewal time.

#### 9. How do I add a second name when I am signing up for Joint membership online?

When you are filling in your details, enter one full name into the "First name" box and add the second full name into the "Last name" box.

#### 10. What payment methods are accepted?

Card payments and direct debit payments are preferable. Friends of the National Gallery membership gift vouchers are accepted. We do accept cheques and cash but we would prefer card payments.

#### 11. How long are memberships for?

Memberships are valid for one year. Renewals are requested for the annual subscription.

#### 12. Why are you increasing the price of membership?

We have managed to hold prices at the same level for seven years. Looking to the new decade, your support is needed more than ever. Our vision for the future of the National Gallery of Ireland is to be leaders and innovators and to continue being guardians of the national collection for future generations. Changes in public funding lead us to create a new focus on finding other potential sources of revenue, from fundraising to trading operations. In addition, the income from the annual royalties gifted to the Gallery by George Bernard Shaw in his Will comes to an end in 2020. With your support, you can help us safeguard our future.

#### 13. What are the new prices?

We revised the prices of membership across all categories for the first time since 2013. Over recent years we have added the additional benefit of free and unlimited entry to all Gallery exhibitions. The new options and prices are as follows:

Prices & membership categories from 1 January 2020	Joint	Individual	*Concession	**16-25 & Students
Annual Price	150	100	85	35
Annual Direct Debit Price	135	90	75	30

\* Concession category entitles one person, over 65 years, to avail of the membership benefits.

\*\* Student category entitles a person with proof of full-time student status, from a recognised college or university to avail of the membership benefits.

#### 14. If I buy a gift membership before the price increase 2020, will the person who has been gifted the membership have to pay more if they redeem it after the increase on 1 January 2020?

**No, the voucher will be honoured at the price it was purchased at.** For example, an €80 Individual Membership may be redeemed against a €100 Individual Membership from January 2020 as they are the same category. Should you wish to upgrade your membership using a gift membership voucher purchased prior to 1 January 2020, it will be necessary to pay the difference between the voucher value and the new value of the membership. For example, if you have an €80 Individual Membership Voucher but wish to purchase a Joint Membership (costing €150), it will be necessary to pay the value of the difference - €50.

#### 15. What is the Loyalty Scheme?

Introduce someone you know to membership and receive a €10 Gallery Shop voucher. This can be done in person at the Friends' desk or by phone (01 661 9877). Please make sure that the person you have introduced knows to inform the staff member processing their membership that you recommended them to avail of this scheme. The voucher will then be available for collection at the Friends' desk. This initiative will be available from 1 January 2020.

# Benefits:

## 1. What are the opening hours of the Members' room?

Our Members' room remains closed for now.

▲ Monday - Saturday: 09.15 - 17.30

▲ Thursday: 09.15 - 20.30

▲ Sunday: 11.00 - 17.30

\* Very occasionally, the Members' room may be required for Gallery use. If this is to occur, members will be alerted in advance by ezine and at the front desks (Information, Friends' or Ticket desk).

## 2. How do I access the Members' room?

You can access the Members' room via the Merrion Square or Clare Street entrances. The room is located on the 3<sup>rd</sup> floor of the Merrion square of the Dargan wing (beside the Yeats family room). You are required to sign one of the visitors' books upon arrival. These books are located at the Friends' desk in Clare Street and the Members' room. The room is monitored by CCTV.

## 3. Is there WIFI?

The WIFI available within the Members' room is the Gallery public WIFI. You will be required to provide an email to gain use.

## 4. What benefits do Friends get?

▲ **Free unlimited entry to all paid exhibitions** (pre-booking advised to avoid disappointment).

*See terms and conditions in the next section (Question 5).*

▲ \*Access to a **Members' room** overlooking Merrion Square open during Gallery hours with tea and coffee facilities and free wifi.

▲ **Members-only discounts:**

▲ 10% discount in Gallery Shop (15% special Christmas shopping day discount)

▲ 10% discount in Gallery Café.

▲ 10% discount for Gallery events such as Tipple with Art and more!

▲ 10% discount for customised prints (Images & Licensing).

▲ 20% discount on selected Education events associated with temporary exhibitions.

▲ Discounts on evening movie screenings (including a 10-minute talk on a related artwork).

▲ **Priority/early bird booking** for selected Gallery events such as Education events and Public Engagement concerts.

▲ You also get access to an inspiring programme of **Members-only events** which offer an opportunity for deeper engagement with your National Collection and special 'hear-it-first' knowledge.

## 5. Do Friends need to pre-book for exhibitions?

Friends are advised to pre-book for exhibitions to avoid disappointment (if you have a particular date and time in mind). There are capacity restrictions in the exhibition rooms for reasons of health and safety; protection of the artworks and visitor enjoyment and it is for this reason that we advise pre-booking.

Pre-booking can be done online (see section 7 below with instructions on how to pre-book online) or at the Ticket desk in the Gallery. **Friends who come to the Ticket desk without pre-booking will be accommodated if there is capacity in the room at the time slot they are looking for. If a time slot is fully booked it will not be possible to enter.**

Friends will be accommodated at the next available slot. Membership cards must be shown at the Ticket desk to gain entry and members' details must be entered onto the ticketing system before the member can enter. Slots for very popular exhibitions can often book out at the beginning and end of the exhibition schedule so **please ensure to pre-book early to avoid disappointment during these key times.**

## Members-only events

### 6. What types of events are available?

#### Members-only Gallery-based free events:

- ▲ Members-only art appreciation Lunchtime Lecture series on Wednesdays – free. (Spring & Autumn series, 20 talks in total). Spring Series dates: Wed 5 Feb - Wed 8 Apr. Theme: Irish Women Artists.
- ▲ Monthly welcome tour for new members – free, pre-booking required.
- ▲ Monthly 'artwork in focus' talks in front of an artwork, First Thursday of the month at 6pm – free, pre-booking required. (This is replacing our Second Saturday free talk)
- ▲ Previews of selected exhibitions – free, pre-booking required.

#### Members-only Gallery-based paid events:

- ▲ Annual Evening Lecture with the Director of the National Gallery of Ireland, followed by a wine reception in the Atrium.
- ▲ Curators' evening 'hear it here first' lectures, prior to exhibitions opening to the public, followed by a wine reception in the Atrium.
- ▲ 'Gallery Time' events, including a talk, tour and afternoon tea.
- ▲ Behind-the-scenes events with the Library & Archives and Prints & Drawings departments to see parts of the collection not on display.
- ▲ Themed evening tours with refreshments.
- ▲ Special Christmas concert in the Gallery's magnificent Shaw Room, followed by a mulled wine and mince pie reception in the Courtyard.
- ▲ A range of special events during 'Friends Fortnight' at the Gallery.

#### Members-only external paid events giving you an opportunity to connect to the arts, culture and heritage outside the walls of the Gallery but inspired by the National Collection

- ▲ Day trips around Ireland each year.
- ▲ Half-day outings to a range of other cultural institutions.
- ▲ Walking tours.
- ▲ Irish, UK and European overnight trips inspired by the National Collection, specially curated and led by Gallery staff.

**Please Note:** The Friends programme is subject to change. We reserve the right to update or change our events programme, prices and terms and conditions.

## 7. Why have you changed the schedule of free talks?

Based on research and feedback, we are aware of different members' availability for attending events. This is particularly the case for people who work during the day, limiting our ability to be more inclusive with our free talks.

The Gallery also has additional opportunities to realise the commercial potential of our spaces, particularly for conferences, weddings and other events. Changes in public funding lead us to create a new focus on finding other potential sources of revenue, from fundraising to trading operations. In addition, the income from the annual royalties gifted to the Gallery by George Bernard Shaw in his Will comes to an end in 2020. With your support, you can help us safeguard our future.

In 2020 we will therefore be combining our free Wednesday and Friday talks into a new, free, art appreciation 'Lunchtime Lecture Series'. Each talk will last for 45 minutes at 13:00 on Wednesdays in the lecture theatre. The talks will be linked thematically, offering deeper engagement with the collection and covering different periods of art history. Members can avail of 10 talks each Spring and Autumn (a total of 20 talks in 2020) but each lecture will be standalone meaning that you don't have to commit to the whole series.

We will be scheduling a First Thursday artwork in focus talk in front of an artwork from the collection. Starting on Thursday 6 February 2020, it will run for 10 months concluding on Thursday 5 November. this talk will take place at 18:00 for 30 minutes. Pre-booking essential as places are limited to 30 people.

## 8. What is Friends Fortnight?

From 2020, we are introducing Friends Fortnight. This will be a series of Gallery based talks and tours offering deeper engagement with the collection. The calendar of events will be available on the website, by ezine and from the Friends' desk in the Gallery from 16 December 2019. The first ever Friends Fortnight will run from Thursday 23 January – Thursday 6 February 2020.

## 9. Are all Members-only events free?

No. However we do provide a number of free events every quarter such as talks, monthly welcome tours for new members and exhibition previews for some exhibitions (note: timings of exhibition previews align with the exhibition schedule).

## 10. How can I book Members-only events?

If possible, we really appreciate when people book their places online (see section 7 on how to book online). However, bookings can also be made in the Gallery (at the Ticket desk or the Friends' desk) or by phone (Friends - 01 661 9877). Credit card payments are preferable.

## 11. Where do I meet for Members-only events?

The location for events vary. The meeting point for our events will be stated in the event descriptor on the website, in the printed events guide and on your ticket (email and/or paper). For day trips by coach, members meet at the Merrion Square entrance to the Gallery (at the gate).

## 12. How do I book online (exhibition tickets or event tickets)?

- ▲ Go to the booking section on the Gallery website (we use a system called Ticketsolve) <https://nationalgallery.ticketsolve.com/shows>
- ▲ Upon signing up as a member, you are registered on Ticketsolve (the booking/ticketing system mentioned above)
- ▲ In the top right hand corner **login using the email you have registered with the Friends office** (please note: when using a mobile phone or tablet device the login is located in the top left hand corner of your screen)
- ▲ If you amend your email address at any time please alert the Friends office so that you can continue to use our online facility and receive our email newsletters
- ▲ You would have received an automated email upon signup asking you to set up a password for your Ticketsolve account. The Friends office do not create passwords for



members.

- ▲ If you do not have a password or have forgotten your password, please select the *forgot your password?* section and follow the steps
- ▲ Once you are logged in please select the event you wish to book
- ▲ Select the date and time you wish to book
- ▲ Continue to the checkout stage
- ▲ Please note **there is no promo code for the Friends of the National Gallery**
- ▲ Once you have completed your booking you will receive a confirmation email
- ▲ If you are having any problems completing your booking, please don't hesitate to contact us or our colleagues at the Ticket desk
- ▲ Once you are logged into this system you can book events, purchase vouchers or renew memberships.

### 13. **Can I bring a Guest?**

Those who hold a Joint membership and are using their second card as a guest card are permitted to bring one guest to Members-only events; exhibitions; the Members' room and to avail of discounts. If you hold an Individual membership but would like to bring guest, you can upgrade to Joint membership over the phone or at the Friends' desk. You do not have to bring the same guest each time.

### 14. **Can I avail of a discount to other events at the National Gallery e.g. events organised by the Education department relating to temporary exhibitions?**

Friends are entitled to a 20% discount on selected Education activities, such as lectures, courses and workshops.

### 15. **If I can't go to an event that I have purchased a ticket for, will I get a refund?**

We regret that tickets for events cannot be exchanged or refunded for the majority of events. Please refer to the below refund guidelines for further information.

- ▲ There will be no refunds issued on a ticket costing below €50.
- ▲ Should an event with a ticket price of €50 or more be sold out and a waiting list in place, an effort will be made to resell any returned tickets to a member on the waiting list on the condition that the Friends office is notified 5 working days prior to the event date. In this case a part-refund will be issued (a 20% administration fee will be deducted). Please note: There is no guarantee of tickets being resold – where we are unable to resell a ticket no refund will be issued.
- ▲ There will be no refunds issued on deposits that have been paid to secure places for extended National or International trips.
- ▲ If you are unable to attend an event which you have purchased a ticket for, Members may transfer\* an event ticket to another Member without the objection of the Friends office.
- ▲ There are no refunds on the purchase of Memberships or Membership Gift Vouchers.
- ▲ If an event is cancelled by Friends of the National Gallery a full refund will be given.

**\*PLEASE NOTE:** The Friends office will not take responsibility for ticket transfers. Any difficulties that may arise

**Contact details:**

Friends of the National Gallery of Ireland, No. 5 South Leinster Street, Dublin 2

**T** +353 (0) 1 661 9877, **E** [friends@ngi.ie](mailto:friends@ngi.ie), **W** [nationalgallery.ie/friends](http://nationalgallery.ie/friends)

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Registered Office: Merrion Square West, Dublin 2. CRA Registration No. 20158958, CHY 21974