

**Coronavirus update****Volunteer cards**

We know many volunteers who had given us around 50 hours in 2019 didn't receive a volunteer card for use last year and with the ongoing restrictions and lockdown measures it may also be difficult for local teams to distribute the new 2021/22 volunteer card. For this reason, we've asked admission, food and beverage and retail teams to see 2019 and 2020 volunteer cards as valid until such time that the new cards can start to be given out easily. This means that 2019, 2020 and the new 2021 cards are all valid for volunteers to use until further notice.

We also know that some volunteers are worried about not being able to volunteer with us at all in 2020/21 and have been wondering what that might mean for volunteer cards. We realise that volunteers would be volunteering if they could and we want them to feel appreciated, so as things stand, we hope that most of our regular volunteers will receive a volunteer card for use in 2021.

**Discounts**

Please note - many of our partners may not be offering their normal service during the Coronavirus outbreak, please contact the provider before making any travel plans or purchases.

**What is a volunteer card?**

Volunteer cards are one of the ways we say a great big thank you to volunteers like you who have given us a significant amount of time during the year.

We know special places are important to volunteers and this card gives you free entry to all our sites and a discount on things you buy from us. We hope you have some great days out putting your card to good use and are able to share your new found knowledge with other supporters.

**How does it work?**

Your card is valid until 31 March 2022. Please sign it as soon as you get it and don't give it to anyone else to use.

Volunteer cards are given to volunteers who have made a significant contribution of time during the year - normally 50 hours.

The volunteer card doesn't give you membership of the National Trust.

Local managers decide which volunteers will be given a card. No contractual relationship is intended or created when a card is given or received. The Trust reserves the right to withdraw the volunteer card scheme at any time.

**What the card gives you**

Free entry to National Trust, National Trust for Scotland, Manx National Heritage and National Trust of Guernsey properties. When a member would have to pay to enter a

property or part of a property, you'll have to do the same.

If you're already a member of the National Trust, you can use the card to get free entry for a guest who is visiting with you. You'll be asked to show your membership card as well as the volunteer card when you arrive.

If you receive a volunteer card, you'll also be given a parking permit. This can be displayed in your vehicle to allow you to park for free when visiting our places.

20% off items you buy in our property and High Street shops that cost more than £1. The discount can't be used if you're buying gift cards or stamps. The discount can't be used when visiting National Trust of Guernsey properties.

20% off items you buy in National Trust restaurants, cafés and tea rooms that cost more than £1. The discount can't be used at our kiosks. The discount can't be used when visiting National Trust of Guernsey properties.

If you're visiting one of our London partner properties, the card gives you 50% off the normal admission price. If you're a National Trust member, the card can be used to gain this discount for a guest. There's no discount in London partner properties shops or food outlets.

Other discounts are available - for example, on Holiday Cottage bookings and all National Trust memberships. For full details of these offers see the volunteer discounts page on [myvolunteering](https://www.nationaltrust.org.uk/myvolunteering).

## FAQs

**Q.** Do I have to show my card to get free entry and/or the discount?

**A.** Yes. Please show your card when you arrive at a property or till. When using the card to get the 20% discount you'll be asked to sign a discount sheet.

**Q.** I visit a property with a friend and we both eat in the restaurant. If I buy the meal as a treat can I get the volunteer discount on the full cost of both our meals?

**A.** Yes, as long as you make the purchase.

**Q.** I often visit a property with my family, and we all eat in the restaurant. If I buy the meal can I get the discount on the full cost of the purchase?

**A.** Yes, as long as you make the purchase. We know that families can be very varied so we'd apply a 'reasonable' test - for example, a couple of adults and a small number of children would be reasonable, but not a party of many adults and several children.

**Q.** Can I use the 20% discount in combination with other offers in Trust shops?

**A.** The discount will apply to all retail products whether at full price, on promotion or on sale, and whether you buy them at our properties, in our High Street shops or online.

**Q.** Can I use the 20% discount in combination with other offers or a loyalty card in Trust food outlets?

**A.** The discount can't be used at our kiosks or in conjunction with other catering promotional offers or discounted items, including loyalty cards.

**Q.** Can I use the 20% volunteer card discount in a cafe and claim the discount for using my own reusable cup?

**A.** Due to the reusable cup discount being its own promotional offer, you can't use the 20% volunteer card discount in conjunction with this scheme.

**Q.** I regularly visit a property with my local walking group - there are 20 of us. Can I get the discount on everyone's purchase as I'm bringing their trade into the Trust?

**A.** No. We'd apply the 'reasonable' test and although we're grateful for the custom, we want to protect the money we make to reinvest into our work.

**Q.** My friend and I are visiting a Trust shop together; she'd like to purchase something. Can I present my volunteer card so she can get the discount off her purchase?

**A.** No, the discount is just for you and is not transferable.

**Q.** I want to book a holiday cottage as a gift for my daughter and her family - can I get the discount off the purchase?

**A.** No, the benefit is just for you so you must be one of the people taking the holiday.

**Q.** Can the 20% discount be used in pubs that the National Trust run?

**A.** While there are often pubs at National Trust places, we don't run or own them and so the discount can't be used. The only pub we run is The Crown Bar in Belfast and there you should check you can use your discount before making a purchase.

**Q.** What happens if I lose my card or parking permit?

**A.** Please do everything you can to keep your volunteer card and parking permit safe. The benefits associated with the card are a thank you for all your hard work and we don't want them falling into the wrong hands. It also costs us money to print and distribute these items. If you do lose either of them, please speak to your local team.

**Q.** How do I use the parking permit?

**A.** The parking permit should be displayed on your vehicle's dashboard. If you're also a National Trust member, please use your membership card at the pay and display machine to get a free parking ticket. Using your membership card rather than relying on the volunteer parking permit benefits the property you are visiting.

**Q.** I've been issued with a parking permit but have the use of more than one car - can I have another permit to put in the second car?

**A.** No, only one parking permit is issued and should be transferred to the second car.

**Q.** My family are staying with me and wish to visit a National Trust place, can they borrow the parking permit to park for free?

**A.** No, the parking permit is for your use only and should only be used when you're visiting or volunteering at a National Trust property. The parking permit won't give you free parking at partner properties.