



HAREWOOD
Leeds LS17 9LG

Chief Executive Officer
Rachel Crewes

Chair
Lady Emily Shard

harewood.org

Community Access Membership Terms and Conditions - July 2025

As a Community Access Member, you are entitled, upon presentation of your membership card, to a maximum of 250 free visitor admissions per membership period for Harewood House, Gardens and Grounds.

These tickets are for use during normal opening hours and subject to the usual conditions of entry listed on the Harewood website. 250 is the maximum number of admissions you can use in one membership period, which will be one calendar year from the date of your membership being issued. This membership is renewable on a yearly basis subject to an admin support fee and on a discretionary basis with Harewood House Trust.

To ensure we reach as wide an audience as possible, we reserve the right to offer CAM for one year only with no guarantee of renewal. Your membership will be reviewed at the time of your contract end date and renewal will be dependent on capacity.

Community Access Membership tickets are not available for use on festival or private / special_event days such as Father Christmas visits, VW Festival or Food Festivals. If you are unsure, please confirm this when booking.

Your organisation can visit more than once, until your visitor admissions total reaches the maximum number of admissions for the membership period.

Group visits of more than 12 people must be booked at least 2 weeks in advance by emailing communities@harewood.org on a first come first served basis. To ensure that we can meet capacity and demand, we will accept CAM groups of up to 50 only.

Essential carers and personal assistants are also admitted free of charge, and these will be included in your 250 admissions.

Any unused admissions in the calendar year will not be carried over.

Your organisation's primary purpose must be charitable. Organisations must be a registered charity, community interest company (CIC), community benefit society or voluntary community group.

The purpose of Community Access Membership is to facilitate community groups visiting Harewood on an informal, self-led basis. If you are visiting for formal educational purposes, you are welcome to book a visit through our schools programme. Please find more details at [Planning your learning visit - Harewood House](#)



At the time of joining the scheme, members must provide primary contact details to receive important information about your membership, and for any queries we may have in relation to your visit, including matters relating to the actions of your visitors.

The primary contact for members will need to be a working member of staff or a volunteer with a defined role at the organisation.

You must notify Harewood at communities@harewood.org as soon as possible if your primary contact details change. Your free admissions must not be used as a 'thank you' for staff/volunteers, nor for fundraising by way of charging your visitors for their entry.

Your organisation is solely responsible for managing your visitor admissions and how these are distributed to service users. Harewood shall not be responsible for visitor admissions that your service users may have used without your authorisation. If ticket allocations are not used as outlined or the membership is misused in any way, we reserve the right to revoke your membership.

Behaviour whilst at Harewood

You must always ensure appropriate behaviour by your group and that they make reasonable and careful use of the House, Gardens and Estate whilst being respectful of other visitors' safety and space.

Your group must obey instructional signage and follow any specific instructions given by Harewood staff, particularly with regards to issues of safety, access, and behaviour.

- You must give all members of your group contact details for your Group Leader on the day of your visit and ensure that your Group Leader can be contacted at all times.
- All students below the age of 16 will be supervised by a representative of your organisation at all times. The representative is responsible for behaviour of the group at all times.
- You should advise your group on suitable clothing and footwear to wear prior to the visit.
- You should make your group aware of slipping and tripping hazards in the House/grounds and should recommend suitable footwear.
- Smoking/vaping is not permitted within 5m of all buildings (i.e. the Courtyard) or within 15m of the House. We advise using the car park as a designated smoking/vaping area. It is the responsibility of the Group Leader to ensure these rules are adhered to.



Use of facilities

CAM membership is designed to facilitate community visits to the site so that CAM members can enjoy the House and Grounds. It does not include access to private meeting spaces, rooms or sole use of communal spaces for large groups such as the cafe overflow. If a meeting or lunch space is required as part of your visit, this can be requested at the time of booking your visit, but we cannot guarantee that a space will be available. Any additional booking such as this will incur an additional fee.

As with all visitors, we politely request that when you are using any space at Harewood, you leave it in a clean and tidy condition for other visitors to enjoy.

We reserve the right, at our discretion, to refuse entry and/or CAM membership and/or to revoke CAM membership without refund if a CAM member behaves in a threatening or abusive manner towards any person at Harewood House, Gardens or Estate, or damages or threatens to damage any of the collections or property of Harewood House, Gardens or the Estate.

Risk Assessments

It is your responsibility to carry out a risk assessment for your visit to Harewood House, Gardens and Estate. If you do not have one, please contact communities@harewood.org for more information. It is recommended that this is carried out in good time before your visit, and any queries / concerns are fed back to the Community Engagement Co-ordinator if any support will be needed.

Each Community Access Organisation is responsible for preparing their own assessment, bearing in mind the below points:

- Harewood House is an historic site. Some ground/surfaces are uneven, and some routes have an incline that may be challenging for those with physical access requirements.
- The car park and adjacent roads can be busy in peak periods.
- The site includes a lake and areas of deep water.
- Harewood House contains many museum pieces that must not be touched so that we can preserve them for future generations.
- The Playground equipment is used at your own risk. You are required to supervise your group at all times.

Emergency Assistance

For any group CAM visits which contain a high proportion of young people (under 16) or vulnerable adults, we would recommend that the group has a designated first aider from your organisation. Please be aware that Harewood also has a team of fully trained first aiders who can provide assistance.



A trained First Aider from Harewood House Trust will be on duty at all times. If assistance is required during your visit, please contact a member of staff who will contact the Duty Manager.

In the case of a safeguarding or child protection incident, please contact a member of staff who will contact the Duty Manager.

Changes / termination of membership

We reserve the right to revoke your CAM membership at any time, without financial compensation, if you commit any breach of these Terms.

We reserve the right to change these Terms, or alter the scheme at any time, subject to a minimum of 30 days prior notice by email / phone.

We reserve the right to close the scheme at the end of any membership period, subject to a minimum of 30 days prior notice by email / phone.

We reserve the right to revoke your CAM membership, without financial compensation, if your visitor allocation is misused. If you require further clarification, please contact communities@harewood.org before entering into CAM membership.