

FMA Creations Oy  
Pohjois-Esplanadi 35 Aa  
00100 Helsinki  
business ID: 2673987-4

## **General terms and conditions of use of the Museum Card**

The terms of use apply to the Museum Card service (Service) produced and maintained by FMA Creations Oy (Service Provider) between the Service Provider and the private customer using the Service (Customer).

The Service may be used in accordance with these terms of use for purposes that are in accordance with the law and good practice. The Customer must familiarise themselves with the terms of use before starting to use the Service and registering as a user. By using the Service or registering as a user of the Service, the Customer accepts the terms of use as binding.

The Service Provider reserves the right to make changes to the terms of use. We aim to notify the Customers registered as users of the Service of any material changes in advance.

### **Access to Museum Card attractions**

1. The Service enables the Customer to access Museum Card attractions (Attraction) during the validity period of the Museum Card.
2. The Service covers normal-priced exhibitions at the Attractions. Attractions may charge additional fees for exhibitions and events with exceptional prices.
3. The number of visits to the Attractions is not limited. However, you can only visit the same Attraction once per day.
4. Attractions accept the Museum Card as a means of payment in the following formats:
  - a physical Museum Card
  - mobile application
  - a customer number presented together with identification
5. The Service is personal and the Museum Card or customer number may not be given to another person.
6. The Customer must prove their identity when requested. This must be taken into account in particular if the visit is made by using only the customer number.
7. If the Customer is unable to prove that they are the connected user of a valid customer number, access may be denied and the Customer may be asked to pay the usual admission fee. An admission fee paid cannot be claimed for reimbursement afterwards.
8. Attractions cannot search for a customer number based on the Customer's identity. In other words, proof of identity without a customer number alone does not entitle you to admission.
9. Attractions can independently decide on the safety-related restrictions and practices applicable to their premises.

### **Starting use**

10. You must register as a user of the Service either at the time of purchase or within two weeks of the first visit to an Attraction with a Museum Card. The registration form can be found at [Museot.fi/rekisteroidy](https://museot.fi/rekisteroidy).
11. Without registering, you can use the Museum Card to visit Attractions for a maximum of two weeks from the first visit.

### **Museum Card period of validity**

12. A new Museum Card's validity starts from the first visit subject to a charge that is recorded for the Card. A visit to a free attraction does not start the Card's validity period.
13. A renewal for a Card whose validity period has not expired starts without interruption after the previous validity period has ended.
14. A renewal for a Card whose validity period has expired starts on the date of purchase of the new period.

### **Combining Museum Cards**

15. The validity period of a Card can be renewed by combining it with a Card whose validity period has not yet started (no visits recorded, not registered). If the combination is made to a Card whose validity has not expired, the renewed validity starts without interruption after the expiry of the validity of the Card in use. If the combination is made to a Card whose validity period has expired, the renewed validity starts from the moment the Cards are combined.
16. After combining, the redundant Card is invalidated and can no longer be used.
17. Cards can be combined on the Service Provider's website and at most Attractions.

### **Purchase and renewal of a Museum Card**

18. A Museum Card can be purchased from an Attraction, other retailers, the mobile application and the Service Provider's website [[Museot.fi/osta](https://museot.fi/osta)].
19. The period of validity of the Card can be renewed at an Attraction, in the mobile application or on the Service Provider's website [[Museot.fi/asiakassivu](https://museot.fi/asiakassivu)] (see section "Period of validity").
20. The Customer can purchase an auto-renewal subscription to the Service so that it continues automatically without interruption after the end of the previous period of validity. The fee for the new period of validity is charged to the payment card saved in the system by the Customer or in another manner specified by the Customer in accordance with the current price list. The auto-renewal subscription is started or cancelled in the mobile application or on the Service Provider's website [[Museot.fi/asiakassivu](https://museot.fi/asiakassivu)].
21. The Service Provider decides on the prices of the Service. The current price list is available at [[Museot.fi/museokortti](https://museot.fi/museokortti)].
22. Any benefit received during a campaign can only be used during the campaign in question. The campaign benefit cannot be redeemed retroactively and several benefits cannot be used simultaneously.

### **Mobile application**

23. The Customer can use the Service's mobile application, which can be used as a digital means of payment for access to Attractions, among other things.

24. The mobile application made available to the user via the Apple App Store or Google Play is subject to the terms and conditions of the respective service provider. The user can read Apple's terms and conditions [here](#), Google's terms and conditions [here](#).

### **Lost cards**

25. If the Service's plastic card is lost, a service fee may be charged for the delivery of a new Museum Card in accordance with the current price list.
26. A new plastic card can be delivered to replace a lost or stolen card only if the Customer has registered the Card's customer number for themselves and the information can be found in the Service Provider's customer register.
27. If the Customer loses an unregistered Card or other similar proof of purchase and the registration information associated with the customer number cannot be found in the customer register, a new Museum Card cannot be delivered.

### **Return and cancellation terms and conditions**

28. The remaining period of validity of the Service that has been taken into use cannot be stopped, paused or transferred to another person, and the amount of money corresponding to the remaining period of validity cannot be reimbursed.
29. An unused Museum Card purchased from the mobile application or the Service Provider's website (distance sales) has a 14-day right of cancellation in accordance with the Consumer Protection Act. You can cancel by contacting the seller's customer service and presenting your Museum Card details and a receipt for the purchase.  
If a Museum Card acquired through distance sales is used during the specified period, it is considered to be an explicit request to start the provision of the Service and, at the same time, approval of the termination of the right of cancellation.
30. If the Museum Card has been purchased from an Attraction, this is not a distance sale and there is no statutory obligation to accept customer returns. Any customer return requests are handled at the Attraction or by the retailer in accordance with their own practices. Upon request, the Customer must provide proof of the purchase.

### **General**

31. The Service Provider has the right to temporarily suspend the Service if it is necessary due to the Service, its technical modification or renewal or due to installation, modification and maintenance work on the public telecommunications network, or if this is required by laws, decrees, official orders, instructions or statements or the recommendations of key organisations of the industry. The Service Provider strives to ensure that the interruption does not last unnecessarily long and that the inconvenience caused by it is as minimal as possible. The Service Provider shall endeavour to provide notice of the interruption in advance.
32. The Service Provider is not liable for losses caused by the closure of Attractions, changes to the list of Attractions, cancellations of exhibitions and events or similar matters beyond the Service Provider's control.

33. The Service Provider has the right to prevent the Customer from using the Service if there is reason to suspect that the Service is being used contrary to these terms of use, the law or good practice, or if an authority requests it.
34. The Service Provider maintains a customer register in which the Customer's data and information on visits and other events related to the use of the Service are stored. Information on the contents of the register and the rights of the data subject can be found at [[Museot.fi/tietosuoja](https://museot.fi/tietosuoja)].

**Museum Card customer service**

044 784 5745 (weekdays 9 a.m.–4 p.m.) [museokortti@museot.fi](mailto:museokortti@museot.fi)

*The Finnish Museums Association owns FMA Creations Oy.*