

Museum Card Terms of Use

These user conditions (hereinafter called “the User Conditions”) are applied to the use of the Museum Card Service (hereinafter called “the Service”), produced and maintained by FMA Creations Ltd., hereinafter called “the Service Provider”, in the relations between the Service Provider and the consumer-customer (hereinafter called “the Customer”) who registers as a user. By using the service, the Customer can visit about 250 Museum Card Locations (hereinafter called “Museum Locations”).

The user is to familiarize themselves with these Contract Conditions before registering for the Service and starting to use it. By registering as a customer of the Service, the user agrees to these Contract Conditions and commits to follow them in their entirety, in the updated form they may have at any given time. The Customer has the right to use the Service within these user conditions and for purposes that are in accordance with law and good practice.

1. The Service offers the customers access to all the Museum Locations during the validity period of Museum Card, which spans 12 months. The validity period of Museum Card starts from the first museum visit.
2. A Museum Card can be bought at any museum that has joined the system, in the webshop of the Service Provider at the address **Museot.fi/osta** and from the other retailers of Museum Card.
3. You have to register as a user of the service either in connection with the purchase, or within two weeks from the first museum visit with the Museum Card (the customer number). The registration form is found at the address **Museot.fi/kirjaudu**. Without registering, you can visit museums with your customer number only during one month from the first museum visit.
4. The validity of the Museum Card can be prolonged by renewing the card at a Museum Location that belongs to the card system or at the address of the service provider **Museot.fi/asiakassivu**. The new validity period (12 mos.) is added directly after the last day of validity. If your Museum Card has already expired, the new validity period (12 mos.) starts from the moment of purchase.
5. The customer can, if they so wish, take into use a continuous subscription to the Service at the Customer Page (**Museot.fi/asiakassivu**). In this way, the service continues without interruption, in other words, the continuous subscription automatically moves the card’s last validity day 12 months forward. The credit card information of the continuous subscriber is saved in the payment service provider’s system and the renewal fee is charged in accordance with valid pricing to the credit or debit account that the Customer has added. It’s possible to cancel the continuous subscription at the Customer Page at any time.
6. The customer number of an unused (no registration, no museum visits) Museum Card can be combined with an earlier purchased Museum Card. In this way, the last validity day of the card purchased earlier is moved one year forward. After the combining, the superfluous customer number is deleted, and can’t be used as an entrance ticket to Museum Locations.
Combining can be done not only at the Customer Page, but also at most Museum Locations.
7. With a valid Museum Card, you can get access to acquainting yourself with normal-priced exhibitions of the Museum Locations without extra charge. For exceptionally priced exhibitions and happenings of Museum Locations, depending on the museum, an extra charge may be added.
8. There is no restriction as to the customer’s yearly number of visits to museums during the validity period of the card. The same Museum Location, however, can only be visited once a day. At most Museum Locations, a visit paid by Museum Card is valid the whole day during opening hours.
9. The amount of the Service’s annual and renewal fee is decided by the Service Provider. Current fees are found at the address **Museot.fi**.
10. A possible benefit you get with a campaign code is possible to use only if the Customer uses the campaign code during the campaign period. The campaign code can’t be added afterwards.
11. The Museum Card is personal and can’t be given away or used by somebody else. The Customer must on demand confirm their identity; especially, you have to be prepared to prove your identity if you are visiting a Museum Location with a customer number. If the Customer isn’t able to prove that they are the holder of the presented, valid Museum Card (customer number), access can be denied and the Customer may be asked to pay the normal entrance fee. A fee that has been paid isn’t returned afterwards.
12. The remaining validity time of a Museum Card that has been taken into use can’t be interrupted or be transferred to another person, and you can’t apply for getting the amount corresponding to that portion of time returned afterwards.
13. An ID without the customer number of the Service can’t be used as an entrance ticket to a museum.
14. If the card is lost, the Customer is to inform the Service Provider about this. For sending a new

- card, a service fee in accordance with current pricing is charged.
15. A new card can be sent to the Customer instead of a lost or stolen one, only if the Customer has registered as a user of the Service, and the user information is found in the customer register of the Service. If the Customer loses the temporary Museum Card in cardboard, and the Customer's registration information isn't found in the customer register, a new Museum Card can't be delivered.
 16. The validity of the Museum Card ends one year from the first museum visit, if the yearly fee for the following year has not been paid. You can check the validity period of your Museum Card at the Customer Page at the address **Museot.fi/asiakassivu** or by sending a text message MUSEO <CUSTOMER NUMBER> to the number 16100. The 12-digit customer number is found on the Museum Card.
 17. The Service Provider has the right to interrupt the Service temporarily, if this is necessary for the Service, because of technical changes in it or a renewal of it, or because of installation, alteration or maintenance works in the general data traffic network, or if laws and regulations, orders, instructions or declarations from authorities, or recommendations from central organizations of the field, require this. The Service Provider's aim is that the interruption will not continue for longer than necessary, and that the disadvantages it causes will be as insignificant as possible. The Service Provider strives to inform the Customer in advance about the interruption.
 18. The Service Provider has the right to prevent the Customer from using the Service, if the Service Provider has reason to suspect that the Service is being used contrary to these User Conditions, or if it's required by an authority.
 19. The Service Provider maintains a customer register, where the personal information given in connection with the registration as well as statistic information on the services that are being used is saved. The information is used for maintaining and developing the Museum Card system, for communication related to the validity of the Service and, if the Customer so wishes, for communication and marketing related to the services of Museum Card. The customer information isn't handed over to a third part, except for purposes of research, as anonymized, or if it's required by the law or the authorities. The Customer has the right to ask for their own information to be deleted from the customer register. This implies soliciting a cancellation of the delivering of the Service. More information about the customer register and its use in our **Data Protection Description**.
 20. For unused Museum Cards bought in our webshop there is, according to the law of consumer protection, a 14-day right of withdrawal (KSL 5:14§). The withdrawal can be done by contacting the customer service of the seller organization of the webshop (FMA Creations Ltd. or a subcontractor, for example the ticket service), and presenting the information of the Museum Card and the receipt of the purchase. If a Museum Card bought in the webshop has begun being used, this is interpreted virtually as a request (KSL 5:14§) for delivering the service. This means cancelling the right to withdrawal. The customer can bring possible disagreements regarding interpretation to The Consumer Disputes Board, and these are consequently solved in accordance with the decisions of the Board. (**Kuluttajariita.fi**).
 21. If a Museum Card is bought at a Museum Location, there is no law-stipulated obligation for the local seller to accept a customer's request for withdrawal or to replace any lost card. More about lost cards see Location 14. Possible requests for withdrawal on behalf of the customer are dealt with at the Museum Location, in accordance with the Location's own practice.
 22. In transactions with the consumer service or the Museum Location, the Customer must present a receipt of the purchase of the Museum Card or an electronic copy of the receipt, if it's requested by the customer service or the Museum Location.
 23. To the use of the Service and the interpretation of the Contract conditions, Finnish law is applied, exception taken to Choice of Law situations. These Contract Conditions do not restrict the consumer rights stipulated by Finnish legislation.

Helsinki March 14 2018

FMA Creations Ltd.
Fredrikinkatu 39 C 22
00120 Helsinki

Museum Card Customer Service

044 784 5745 (weekdays 9 – 12)
museokortti@museot.fi

The Finnish Museums Association owns FMA Creations Ltd.