



The Museum Card's terms of use

These terms of use (hereinafter "Terms") apply to the use of the Museum Card service (hereinafter "Service") produced and maintained by FMA Creations Oy (hereinafter "Service Provider") between the Service Provider and the consumer customer who registers as a user (hereinafter "Customer"). The Service allows the Customer to visit approximately 250 Museum Card locations (hereinafter "Museum Location").

The User is to study these Terms carefully before registering in and starting to use the Service. By registering as a Customer in this Service, the user accepts these Terms and commits to adhere to them in the form they are valid at any point. The Customer has the right to utilise the Service for purposes in accordance with these Terms, the law and good manners.

1. The Service provides customers with access to all Museum Locations during the validity period of the Museum Card, which is 12 months. The validity period begins from the first museum visit.
2. The Museum Card can be bought from any museum that is a member of the system, the Service Provider's online store at [Museot.fi/osta](https://museot.fi/osta), as well as other sellers of the Museum Card.
3. Registering as a user of the service must be done at the time of purchase or within two weeks of first using the Museum Card (or Customer ID). The registration form is available at [Museot.fi/kirjautu](https://museot.fi/kirjautu). Non-registered customers may use their Customer ID to visit museums for one month after the first visit.
4. Museum Card validity can be extended by renewing the card at a Museum Location or by using the Service Provider's web page at [Museot.fi/asiakassivu](https://museot.fi/asiakassivu).
5. Customers may activate a subscription service on the Customer Page ([Museot.fi/asiakassivu](https://museot.fi/asiakassivu)). This will allow the Service to continue uninterrupted, i.e. the subscription will automatically be renewed for the next 12 months. Subscriber credit card information will be stored in [Solinar Oy](https://solinor.fi)'s system, and renewal charges will be made, according to current prices, to the Customer's credit or debit account. The subscription can be deactivated at any time on the Customer Page.
6. With a valid Museum Card, the Customer can visit all the normal-priced exhibitions of Museum Locations without paying the entrance fee. For special exhibitions with separate entrance fees, a Museum Location-specific supplement may be charged.
7. Customers are not limited in how many times they can visit museums during the Museum Card's validity period. You may, however, only visit the same Museum Location once per day. At most Museum Locations, a ticket paid with the Museum Card is valid for the full day.
8. The annual and renewal fees of the Service are at the discretion of the Service Provider. Currently valid prices are available at [Museot.fi](https://museot.fi).
9. Campaign code discounts can only be given if the Customer uses their code during the campaign period. Campaign codes cannot be added after the fact.
10. The Museum Card is personal and cannot be given or lent to anyone else. Customers must provide personal identification upon request, especially when visiting a Museum Location using just the Customer ID. If the Customer is unable to prove that they are the named holder of the card or Customer ID, then their entry may be denied and the Customer asked to pay the standard entrance fee. An entrance fee paid thus cannot be claimed back afterwards.
11. Personal identification without the Service's Customer ID is not valid as an entrance ticket.
12. If the Customer should lose the card, the Service Provider must be informed immediately. Customers can receive a new card if they are a registered user and their information has been recorded in the Service's customer register. Delivery of a new card will be subject to a service fee, according to the price list.
13. The Museum Card is valid for one year after the first museum visit, if the next year's fee has not been paid. The validity of the Museum Card can be checked at the customer page at [Museot.fi/asiakassivu](https://museot.fi/asiakassivu) or by sending an SMS message MUSEO <CUSTOMER ID> to the number 16100. The Customer ID has 12 numbers and is printed on the Museum Card.
14. The Service Provider retains the right to temporarily suspend the Service, if it is necessary due to a technical change or modification, or because installation, modification or maintenance

work on the general communications network, or is required by laws, regulations or official orders, instructions or statements, or recommended by core organisations in the field. The Service Provider will make every effort to ensure that the interruption is not unreasonably long and that any harm or inconvenience it may cause remains at a minimum. The Service Provider will endeavour to inform of any interruptions to the Service in advance.

15. The Service Provider has the right to prevent the Customer using the Service, should the Service Provider have reason to believe that this Service is being used in a manner contrary to these Terms or if a public official should so request.
16. The Service Provider keeps a customer register, which contains the customer information provided upon registration, as well as statistics regarding the use of the service. The information is used to maintain and develop the Museum Card system and, should the Customer so wish, for the marketing of services related to the Museum Card. Customer details are not disclosed to any third parties except anonymised for research purposes, or if the law or a public official so requires. Additional information on the customer register and how it is used is available in our [Privacy Policy](#).

17. Unused Museum Cards bought online have a statutory, 14-day right of cancellation (Consumer Protection Act, section 5:14). Cancellations can be made by contacting the customer service of the online store's sales organisation (FMA Creations Oy or a subcontractor, e.g. ticket sales) and by providing the Museum Card's information and purchase receipt. Use of an online-bought Museum Card is seen as a specific request (Consumer Protection Act, section 5:14) to begin provision of the service. This will waive any right of cancellation. Customers may bring any differences in interpretation to be heard and resolved by the Consumer Disputes Board. (Kuluttajariita.fi/en).
18. If the Museum Card was bought at a Museum Location, possible customer return requests will be handled at the Location, according to its own policies. There is no statutory requirement to accept customer returns in retail (purchases from a Museum Location).
19. Customers must present the Museum Card's purchase receipt or an electronic copy in dealing with customer service, if they so require.
20. For the use of the Service and the interpretation of the Terms, Finnish law shall be applied, with the exception of its provisions on choice of law. These terms do not affect the consumer's statutory rights under Finnish law.

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FMA Creations Oy is owned by The Finnish Museums Association