

NEW MEMBERSHIP SCHEME

The Friends of Highgate Cemetery Trust changed its membership scheme on 2 September 2024. Here we explain what changed and why. If you have comments, please use the feedback form at www.highgatecemetery.org/join.

GENERAL	
<i>Why has membership changed?</i>	Members wanted a scheme that gave them free entry to the west side, not just the east. Our new scheme gives members discounts on events and purchases from the shop, and more opportunities to be involved. It responds to feedback from members and brings the Trust in line with comparable schemes at other heritage sites.
<i>How much is membership?</i>	Membership costs £50 per year, while Member Plus is £75 per year. These contributions are a vital source of income, helping to match funding for our grant from the National Lottery Heritage Fund.
<i>Why has the price increased?</i>	The new benefits are significant, and the rates are comparable to membership programmes at other heritage sites with a similar admission charge. To ease the transition, existing members will be able to renew at the old rates for a year. The discount code is in the August Newsletter and in your renewal reminder.
<i>What is Unlocking Highgate Cemetery?</i>	<i>Unlocking Highgate Cemetery</i> is a seven-year programme of conservation to preserve Highgate Cemetery as a sanctuary for future generations. Members' subscriptions contribute to the matched funding needed for our grant from the National Lottery Heritage Fund. For more information, see www.highgatecemetery.org/unlocking .
<i>What is the Highgate Cemetery Late?</i>	To say thank you to our members, we are introducing an annual 'Highgate Cemetery Late'. This evening offers a chance to see the impact of the funding raised through membership, with drinks and music.
<i>What's different between members and patrons?</i>	Patrons support the Trust with a gift of £1200 per year (or £100 per month). They are invited to join our most generous supporters for special events and insights. For more information, please see www.highgatecemetery.org/patrons or pick up a leaflet.
<i>I just want to support the Cemetery. How do I do this?</i>	Thank you. Support at all levels is much appreciated. To make a donation, please visit www.highgatecemetery.org/donate . To discuss a major gift or to fund a specific project, please contact membership@highgatecemetery.org .
<i>Are 'Friends' the same as 'members'?</i>	Yes, but for clarity we're now calling members 'members'. In the past, people used 'Friends' to refer both to the organisation, Friends of Highgate Cemetery Trust, and its individual members, which caused confusion.
<i>I am unhappy with these changes. How do I complain?</i>	We welcome feedback on the new scheme. There is a feedback form at www.highgatecemetery.org/join .

<i>I love the new membership scheme! How do I give my feedback?</i>	Thank you! Please tell us more via the feedback form at www.highgatecemetery.org/join .
BENEFITS	
<i>What benefits do members get in the new scheme?</i>	Members enjoy unlimited free entry to Highgate Cemetery during open hours, the newsletter three times per year, regular email updates, discounts on events and in the shop, an invitation to the annual Highgate Cemetery Late and the chance to vote at the Annual General Meeting. For full details, see www.highgatecemetery.org/join or pick up a leaflet.
<i>Do I have to pay to visit the west side?</i>	Not any more! Your membership card allows you unlimited access to both sides of Highgate Cemetery during opening hours.
<i>Where is my membership card?</i>	Your membership card is digital and accessed via your membership record. You can log in on our website and save your card to your phone or print it out. Please show your card at the ticket office when you arrive.
<i>Can I bring a guest when I visit?</i>	Member Plus includes a guest pass allowing a second person free entry during opening hours. The guest pass can be used only once per day, but each day by a different person, with or without you. If you do not have Member Plus, you will need to buy a ticket for your guest.
<i>I'm a life member. How will this affect me?</i>	Life members automatically enjoy the new benefits of membership. You do not need to do anything.
<i>Can I still get a printed copy of the newsletter?</i>	UK members may choose to receive a printed copy of the newsletter. All other members receive it digitally. In time, we plan to move all communications to digital to reduce our impact on the environment.
<i>How does this affect my voting rights at the AGM?</i>	Members still have the same voting rights at the AGM. Joint members will transition to Member Plus, which means only one named member will be eligible to vote. If both joint members wish to vote, they will each need to become members individually.
SUBSCRIPTIONS, PAYMENTS & DISCOUNTS	
<i>Can I get a refund on my ticket if I now want to join as a member?</i>	Yes! Join within one month of your visit, then email membership@highgatecemetery.org for a refund on your ticket. You will need to provide your membership number and your e-ticket. If you didn't book online, please provide the date of your visit and the last four digits of the payment card used.
<i>What's happening to joint membership?</i>	Joint members will transition to Member Plus. The lead member will become the named member with voting rights. The second member can enjoy member benefits as the guest of the named member (this includes independent free entry to the full site with a guest pass). Should the second member wish to vote in the AGM, you will need to change your Member Plus to two individual memberships. Please email membership@highgatecemetery.org .

<p><i>I have an annual Direct Debit. Do I need to do anything?</i></p>	<p>Direct Debits will remain unchanged until 31 August 2025. Renewals during this period will be at the old rate. From 1 September 2025, your direct debit will be amended to the new rate of £50 for an individual or £75 for Member Plus. We will contact you in advance to inform you of this change. You are free to cancel your direct debit at any time.</p>
<p><i>How do I get my member discount on events?</i></p>	<p>Members enjoy discounts on tickets for our monthly talks. The discount code is shared in the Members' Update email (every two months). If you can't find it, please email membership@highgatecemetery.org.</p>
<p><i>Where do I find the discount code for renewal?</i></p>	<p>Existing members may choose to renew at the old rates by using a discount code. This code was shared in the August Newsletter and will also be shared in your renewal letter. If you can't find it, please email membership@highgatecemetery.org.</p>
<p><i>Why is there is no longer an extra charge for overseas members?</i></p>	<p>We now communicate with overseas members by email only. The previous surcharge was a contribution towards postage and administration, which is no longer needed.</p>