

Membership Terms and Conditions

Effective from 15 July 2025

Unless otherwise specified, the term ‘**members**’ refers to all individuals with paid membership from all membership tiers including M+ Member (individual & dual), M+ Young Member, M+ Senior Member, M+ Family Membership, M+ Patron, M+ Young Patron, M+ Affiliate, and any members of other membership tiers that may be introduced by M Plus Museum Limited (“M+”) as it deems appropriate.

1. Membership

- 1.1 Membership is valid for 12 months from the membership purchasing date, unless otherwise specified. Validity period of membership acquired through corporate sponsorship may vary and shall be indicated in the respective application form.
- 1.2 Memberships are classified into the following types, each with different prescribed [eligibility](#), [annual fee](#), and [benefits](#).
 - 1.2.1 M+ Member (Individual & Dual, age 18 or above)
 - 1.2.2 M+ Young Member (age 12–17 or full-time student)
 - 1.2.3 M+ Senior Member (age 60 or above)
 - 1.2.4 M+ Family Membership (maximum 7 persons under one membership)
 - 1.2.4.1 M+ Member (Family) (age 18 or above)
 - 1.2.4.2 M+ Child Member (Family) (age 3–11)
 - 1.2.4.3 M+ Young Member (Family) (age 12–17)
 - 1.2.5 M+ Patron (Individual & Dual, age 18 or above)
 - 1.2.6 M+ Young Patron (Individual & Dual, age 18–35)
 - 1.2.7 M+ Affiliate (for corporate sponsors only)
 - 1.2.8 M+ Member and HKPM Friends Combo Membership
 - 1.2.9 M+ and HKPM Combo Patron Membership

- 1.3 Applicant must present a valid identification document or full-time student card for purchasing M+ Young Membership/M+ Senior Membership/M+ Young Patron or present the valid identification document for verification during their first visit to the museum.
- 1.4 Guardian of Child Member must present a school handbook, student card, birth certificate, or other identification document of the Child Member during their first visit to the museum for verification.
- 1.5 Applicant must pay for full membership fee for M+ Member (Individual & Dual) Membership if the supporting document for other membership type cannot be provided.
- 1.6 Gift memberships are not redeemable for cash/other goods or services and must be activated within 90 days from the purchasing date. The membership will be valid for 12 months from the date of redemption. All membership benefits will only be accessible from the date of activation. If it is not redeemed within such prescribed period, the membership will be forfeited automatically without notice and without any refund or compensation.
- 1.7 For onsite membership purchase, member will receive a receipt with an admission QR code valid for 20 days from the transaction date.
- 1.8 For online membership purchase, a confirmation email with a temporary admission QR code will be sent to the member's registered email. The QR code will be valid for 20 days from the transaction date.
- 1.9 M+ digital membership card will be available upon successful settlement or activation of the membership subscription. Members may access the digital membership card in the Member corner by downloading the [WestK App](#).
- 1.10 For online or onsite M+ Family Membership purchase, the confirmation email with the temporary admission QR code will be sent to each adult member separately. The membership information of the Child and/or Young Members and their QR code(s) will be attached to the confirmation email to the primary member (the purchaser). The M+ physical membership cards for M+ Child and Young Members under such family membership will be ready for collection at the M+ Membership Desk located on the ground floor in 15 working days from the purchase date.
- 1.11 Except M+ Child Member (Family) and M+ Young Member (Family), M+ physical membership card of other membership types can be obtained by submitting a request to members@mplus.org.hk. Upon receiving the request, the physical M+ membership card will be ready for collection at the M+ Membership Desk located on the ground floor after 15 working days.

- 1.12 Combo Membership is only applicable for applicants who do not have an active M+ or HKPM membership.
- 1.13 For online dual membership purchase, the confirmation email with the temporary admission QR code will be sent to each adult member separately.
- 1.14 Membership fee is non-refundable once payment is made.
- 1.15 Membership shall be used by the member personally. Designated staff of M+ shall be entitled to check the member's valid identification document for verification purpose.
- 1.16 Membership is non-transferable, unless otherwise approved by M+. M+ Patron and M+ Affiliate memberships obtained through corporate sponsorship may be transferred, subject to the following conditions:
 - 1.16.1 Sponsor may request to transfer the individual membership to another designated personnel only once during the membership validity period with valid reason agreeable to M+.
 - 1.16.2 Sponsor will need to submit a written application to M+ to cancel the old membership and nominate a new membership applicant.
 - 1.16.3 M+ will send the sponsor a new application form for the new membership applicant, and the applicant is required to fill in and submit the completed form to M+.
 - 1.16.4 The digital and physical membership card (if applicable) of the old membership will automatically be deactivated and cancelled.
 - 1.16.5 For transferred membership, the remaining validity period for the previous membership will continue to run and the membership end date remains the same.
 - 1.16.6 Unredeemed benefits from the old membership will be transferred to the new membership.
 - 1.16.7 If physical benefit vouchers have been issued to the holder of the old membership, no additional ones (whether physical or digital) will be issued to the new member.
 - 1.16.8 Individual memberships obtained through corporate sponsorship are considered as corporate sponsorship benefits, granting the sponsor the discretion to nominate individual members and, to transfer or terminate such individual memberships without requiring separate notification and consent from the individual members. Former membership holder will cease to have any benefits or entitlements under M+ Memberships and shall have no claims against M+ whatsoever after the transfer of memberships to the new member.

- 1.17 If the physical membership card is lost, stolen or damaged, member shall report to M+ immediately. HK\$30 (for each incident) will be charged for the replacement of any lost, stolen or damaged membership card.
- 1.18 For replacement of any lost, stolen, or damaged physical membership card, M+ Membership Team shall reissue a new membership card within 15 working days after incident is reported. The reissued card must be picked up in-person at the M+ Membership Desk on the ground floor.

2. Membership Renewal

- 2.1 Memberships can be renewed during the membership year or within 30 days after expiry date, but not on the day of purchase.
- 2.2 Renewal is allowed only once per membership year.
- 2.3 Renewing members must maintain the same type of membership. The member must purchase a new membership after their current membership expires if they wish to change their membership type.
- 2.4 Renewals for individuals enrolled in the same membership package cannot be changed, with the exception of child members under a family membership.
- 2.5 Renewals do not allow for the addition of new members.
- 2.6 Renewal reminder emails will only be sent to primary members who are the purchaser.
- 2.7 In the event when an original membership is not eligible for renewal, all adult members will receive an email reminder to purchase new membership.
- 2.8 The renewed membership will take effect upon expiration of the current membership.
- 2.9 Clauses 2.1 to 2.8 above do not apply to memberships obtained through corporate sponsorship.

3. Membership Upgrade

- 3.1 M+ Member (Individual & Dual), M+ Young Member, M+ Senior Member, and M+ Family Members may upgrade their membership to Patron Membership or apply for a different type of membership with a higher value at the M+ Membership Desk or

M+ Lounge upon payment of the full membership fee for the upgraded membership. Membership fee paid for the old membership will be refunded to the member on a pro-rata basis within eight (8) weeks from the date of membership upgrade.

- 3.2 Members cannot downgrade their membership from upper tier.
- 3.3 The upgraded membership will be valid for 12 months from the date of membership upgrade.
- 3.4 Membership upgrade is not applicable to M+ Child Members and M+ Young Members in the M+ Family Membership.
- 3.5 Unredeemed benefits from the old membership will be forfeited and a new set of yearly benefits will be granted for the upgraded membership.
- 3.6 After the upgrade is completed, the member will receive a temporary receipt with a QR code for admission, benefits, offers and redemptions. The QR code will be valid for 20 days from the transaction date of membership upgrade.
- 3.7 Membership upgrade do not apply to memberships obtained through corporate sponsorship.

4. Use of Benefits

- 4.1 Members must present their own membership card (digital or physical) for admission to museum and to enjoy benefits or offers.
- 4.2 Members must observe all house rules and regulations of M+, which may be updated/amended from time to time without prior notice.
- 4.3 M+ reserves the right to deny admission or to request a member to leave the museum if they fail to comply with any house rules and regulations.
- 4.4 Except otherwise stipulated, all bookings for exhibitions, events, programmes, or other member benefits or offers shall be made available to members on a first-come-first-served basis.
- 4.5 M+ reserves the right to amend, suspend or terminate any benefit or privileged offers at any time without prior notice and without any refund or compensation.
- 4.6 Individual exhibition, event, programme, or benefit or privileged offer will be subject to specific terms and conditions.

- 4.7 Discount offer is non-refundable and non-exchangeable for cash/goods/services and cannot be used in conjunction with other promotional offers.
- 4.8 M+ may from time to time change the opening hours of the museum, close the museum or any part of it temporarily, or suspend or cancel any exhibition, event or programme without prior notice and without compensation, due to repair, maintenance, inclement weather, special events, or if M+ considers the circumstances so require. Members are advised to check the M+ website before their visit.
- **4.9 M+ Free Admission**
 - 4.9.1 Unlimited free admission is available at all membership levels by presenting member's own valid digital or physical membership card. Prior booking is not required.
 - 4.9.2 M+ Patron, M+ Young Patron, and M+ Affiliate enjoy unlimited free admission with up to 3 (three) guests by presenting member's own valid digital or physical membership card, without prior booking. The number of Affiliates' and Patrons' guest(s) who are eligible for free admission is subject to individual exhibitions, please visit M+ website for details.
 - 4.9.3 M+ Member (Individual & Dual), M+ Young Member, M+ Senior Member, and M+ Family Members may bring up to 3 (three) guests with valid tickets to enjoy priority entry on ground floor check point.
 - 4.9.4 M+ Patron, M+ Young Patron, and M+ Affiliate may bring any number of accompanied guests with valid tickets or complimentary guest privileges to enjoy the priority entry on the ground floor checkpoint.
 - 4.9.5 Children under the age of six (6) can enter for free with adults holding valid tickets or members who are eligible for admission.
 - 4.9.6 All free admission benefits stated herein are subject to any restrictions or modifications specified by M+ in its official notices, announcements, or published terms and conditions applicable to individual exhibitions or events.

- **4.10 Discounted M+ Tickets**

- 4.10.1 M+ Patron, M+ Young Patron, and M+ Affiliate may enjoy a 50% discount on M+ tickets for their guests, subject to availability and applicable terms. All ticket discount benefits may vary or may not be available for certain exhibitions or events, and are subject to any restrictions or modifications specified by M+ in its official notices, announcements, or published terms and conditions.
- 4.10.2 M+ tickets can be purchased online via official channels or on-site at the M+ Ticketing Counter.
- 4.10.3 All discounted ticket holders must be accompanied by M+ Patron, M+ Young Patron, or M+ Affiliate when entering the exhibitions.
- 4.10.4 Ticket holders for M+ exhibitions are only allowed to enter each gallery once. For further details on ticketing terms & condition, please visit <https://www.mplus.org.hk/en/terms-and-conditions/>.

- **4.11 M+ Private Viewing Access**

- 4.11.1 M+ Member (Individual & Dual), M+ Young Member, M+ Senior Member, and M+ Family Members may enjoy unlimited free admission (except for exhibitions for which membership benefits do not apply) during M+ Private Viewing hours by presenting their own valid digital or physical membership card. Each member can bring up to three (3) guests with valid tickets, unless otherwise specified.
- 4.11.2 M+ Patron, M+ Young Patron, and M+ Affiliate may enjoy unlimited admission during M+ Private Viewing hours and bring guests with valid tickets or guest privileges. The number of Affiliates' and Patrons' guest(s) who are eligible for free admission is subject to individual exhibitions, please visit M+ website for details.
- 4.11.3 All discounted ticket holders must be accompanied by members when entering the exhibitions.
- 4.11.4 M+ tickets during M+ Private Viewing hours can only be purchased on-site at the M+ Ticketing Counter.

- 4.11.5 Children under the age of six (6) can enter for free with adults holding valid tickets or members who are attending the private viewing.
- **4.12 Ticket Redemption with M+ Cinema Screening Redemption Voucher**
 - 4.12.1 Each voucher can be used once and redeemable for one M+ screening ticket only.
 - 4.12.2 Redemption is available on a first-come-first-served basis subject to limited redemption quotas per screening.
 - 4.12.3 Redemption is only available for specified screening programme as provided on M+ website (<https://www.mplus.org.hk/events/>). Please visit M+ website for more details, including the dates and times of screenings. Any change will be provided on M+ website.
 - 4.12.4 Voucher holder must present the voucher for redemption at M+ Ticket Office within the voucher validity period.
 - 4.12.5 Voucher cannot be used in conjunction with any other promotional offers or membership benefits relating to cinema screenings.
 - 4.12.6 Voucher can only be redeemed for ticket for a screening day which is within the voucher validity period.
 - 4.12.7 Voucher cannot be exchanged for cash, cash voucher, or other services/goods.
 - 4.12.8 Voucher is not for sale and is non-transferable and non-exchangeable. Voucher must be used together with a valid physical or digital membership card for verification.
 - 4.12.9 Expired, damaged, altered, or defaced voucher shall be invalid. Photocopies are not accepted. Lost or damaged voucher will not be replaced, and expired voucher will not be extended.
 - 4.12.10 The redeemed ticket will be subject to M+ Ticketing terms and conditions.
 - 4.12.11 In case of any dispute, the decision of M+ shall be final.

- **4.13 M+ Membership Tote Bag Redemption Voucher**

- 4.13.1 The membership tote bag redemption e-voucher is exclusively available for M+ Members with valid memberships.
- 4.13.2 Each eligible member is entitled to redeem one complimentary tote bag per membership year.
- 4.13.3 The e-voucher must be presented at the time of redemption at M+ Membership Desk on G/F.
- 4.13.4 M+ Membership tote bag redemption is subject to stock availability and will be provided on a first-come, first-served basis.
- 4.13.5 The tote bag must be redeemed within the membership year and cannot be carried forward to subsequent years. If it is not redeemed within such prescribed period, the e-voucher will be forfeited automatically without notice and without any refund or compensation.
- 4.13.6 The tote bag redemption e-voucher is non-transferable and cannot be exchanged for cash or any other products.
- 4.13.7 M+ reserves the right to modify or terminate the offer without prior notice.

- **4.14 M+ Lounge**

- 4.14.1 Access to M+ Lounge is subject to [M+ Lounge House Rules and Regulations](#).
- 4.14.2 All guests aged 12 or below must be accompanied by an adult of age 18 years old or above.
- 4.14.3 Members across all membership tiers have the privilege of bringing accompanying guests to the M+ Lounge, and the member must be present at admission.
- 4.14.4 Unless a child or youth membership is acquired, children over 18 months will be counted as guests and must be accompanied by a member.
- 4.14.5 Capacity of M+ Lounge is limited, the access to M+ Lounge is always subject to space availability and is on a first-come-first-served basis.
- 4.14.6 The opening hours are subject to change without prior notice due to regular repair, maintenance or other reasons.

- 4.14.7 Subject to space availability, members from all membership tiers can book M+ Lounge and Conference Room for their private events and the invoice must be settled by the member who has hired the venue. The booking and the event will be subject to specific terms and conditions and agreement(s) to be executed by the member. Members may consult with M+ for the required agreement(s) for the events.
- 4.14.8 The M+ Lounge imposes a minimum spend of HKD 50 per member or guest.

5. General

- 5.1 M+ reserves the right to amend these terms and conditions anytime without prior notice and without giving any reason. Updated terms and conditions will be provided on M+ website. All members shall be bound by the latest version of these terms and conditions.
- 5.2 M+ has the absolute discretion on matters in relation to the approval of membership, event bookings, programmes, or member offers or benefits.
- 5.3 In case of any disputes, the decision of M+ shall be final.
- 5.4 In the event of any discrepancies between the English and Chinese versions of these terms and conditions, the English version shall prevail.
- 5.5 These terms and conditions constitute an agreement between M+ and each member respectively. A person who is not a party to this agreement shall not have any rights under the Contracts (Rights of Third Parties) Ordinance (Cap. 623) to enforce any term of this agreement.
- 5.6 These terms and conditions shall be governed by the laws of the Hong Kong Special Administrative Region of the People's Republic of China ("HKSAR") and the parties submit to the jurisdiction of the courts of HKSAR.