

If you have a query that is not answered below, please contact the Friends Office.

- Membership queries: email membership@ashmus.ox.ac.uk or telephone 01865 278 016.
- Activities-related queries: email foam@ashmus.ox.ac.uk or telephone 01865 278 172.

Please note that the office is largely staffed by volunteers and all queries are answered as soon as possible.

Can I pay for my membership by Direct Debit?

Yes. We currently offer a 10% discount on membership fees for the first year when you pay by annual Direct Debit. You can either download the [membership form](#) and return it by post, or join at the Ashmolean Shop.

Do I need to book in advance for special exhibitions?

Friends do not need to book in advance for special exhibitions. Please bring your membership card to the museum and show it to the Visitor Services Assistant at the exhibition entrance, who will grant you immediate admission. You may visit each exhibition as many times as you wish. Please note that on exceptionally busy days there may be a short wait for entrance to the exhibition galleries.

Can I bring a guest into the special exhibition?

Friends membership grants free entry only to the named individual(s) on the membership cards. Joint memberships can be purchased on our [membership](#) page.

Can I bring a child into the special exhibition?

Our exhibitions are free for under-12s; 12–17 year-olds are eligible for a half-price concessionary rate.

What should I do if I my membership card is lost?

To order a replacement card, please contact us at membership@ashmus.ox.ac.uk with your details.

How do I find out about upcoming Friends events?

In addition to our *What's On* guide (available at the Welcome Desk), the most up-to-date programme can be found on the [Friends website](#). Friends will also receive updates via e-mail and post.

Do I need to book in advance for Friends-only events?

Places on Friends-only events are limited and can be booked in advance through the Activities team. The current programme can be found on the [Friends website](#). Call 01865 278 172 or email foam@ashmus.ox.ac.uk for the latest availability.

How can I find out about other museum events, such as lunchtime gallery talks?

Information regarding other museum events can be found online on the Museum's [events page](#). For gallery tours and talks, including the lunchtime gallery tours, visit the Museum's [tours page](#).