

## **CARN Readers' Tickets**

The CARN ticket allows access to all participating offices without further requirement to provide proof of identity. Please note the following:

- **Do not forget your ticket.** You may not be allowed access to documents in participating offices without it.
- The ticket remains the property of the Archives and Records Association and the participating offices. Please note the terms printed on the back of the ticket.
- CARN tickets do not exempt holders from any fees or charges levied by participating offices. In addition you will be expected to observe any additional rules which may be laid down by those offices. In many you will be required to sign a separate undertaking to observe the office's regulations.
- Please take care of your ticket; there may be a charge for replacement.
- You may be asked to surrender your ticket while documents are issued to you. Normally your ticket will only be returned once the documents issued have been received and checked by the searchroom staff.
- To avoid the possible misuse of tickets, please promptly report the loss of a CARN ticket to a participating record office or direct to the Archives and Records Association.

The scheme is registered with the Data Protection Registrar. This gives you certain rights about the way information about you is stored. You may contact the Archives and Records Association at the address below for more information.

If you have queries about the scheme please contact:

CARN Administrator  
Archives & Records Association  
Prioryfield House  
20 Canon Street  
Taunton  
TA1 1SW

## **Frequently Asked Questions**

### **Why do I need to join CARN?**

We need to ensure that you provide us with accurate, up to date information about yourself.

### **How much does it cost to join CARN?**

There is no charge for joining CARN.

### **I don't have a CARN ticket. What do I do?**

Bring a proof of identity with you so staff can issue a free ticket. This should only take a few minutes.

### **What forms of identity do I need to bring with me?**

We need proof of your **name**, **current address** and **signature**. You will need to bring one or more of the following:

- driving license
- pension or benefit book
- utility bill or bank statement (in your name)
- credit or debit card
- passport (note that this does not include your address, and is not sufficient on its own).

Please make sure your identification includes all three required elements - e.g. bank statement (name and address) plus passport (signature).

### **I already have a CARN ticket issued by another office.**

If you have a ticket from one of the participating offices, bring it with you. You do not need to register again.

### **I don't have any proof of identity with me. Can I still use your service?**

Yes – if this is your first visit. We will issue you with a temporary day pass that will allow you to access all our services. However, for subsequent visits you will be expected to register before you can use our services.

### **Once I have my ticket do I still need to sign in?**

Yes. You still need to sign in on every visit and you must remember to always bring your ticket with you.

### **If you have any more questions please contact us for further information:**

Tel: 0191 277 2248

E-mail: [archives@twmuseums.org.uk](mailto:archives@twmuseums.org.uk)