

As a county group, we get a significant discount on Harwell cover and this is included in your yearly membership fees. There are some members who cannot access this benefit through the Museums Essex membership, these are: University of Essex, Essex County Council, Thurrock Museum, Southend Museums and the National Trust. For more information contact the [Museums Essex Chair](#).

- To utilise, contact Harwell and let them know you are a member of Museums Essex.
- 24 Hour Hotline: 01235 434373
- Email: info@harwellrestoration.co.uk
- For more information go to: www.harwellrestoration.co.uk. You could add these contact details to your emergency plan, if you have one.

Harwell's Priority User Service is for help in emergencies and disaster incidents including fire and flood. They can help with the effectiveness of your emergency response and prevent deterioration to damaged collections. The enhanced service levels offered by the Priority User Service ensure:

- Fast, 24-hour response to a fire or flood incident
- Minimise damage and deterioration through swift stabilisation
- Reduce the overall cost of the incident
- Rapid reinstatement and restoration of damaged objects.

Benefits of being a Priority User include:

- 24/7 hotline access and advice line
- Multiple buildings qualify under one umbrella retainer
- Priority emergency site attendance for collections salvage
- Free property damage scoping survey
- Free freezer storage
- Free crate hire
- At least 25% discount on restoration services (drying, cleaning, sanitisation)
- Transportation and packing of damaged collections
- Discounts on restoration rates
- Priority access to Harwell's Technicians, Project Managers, vehicles and restoration facilities
- Free review of your existing disaster plan
- Discounts on Harwell's Collection Care Services