



## CURVE MEMBERSHIP TERMS AND CONDITIONS

Last Reviewed November 2022

### TERMS AND CONDITIONS

#### TICKET DISCOUNTS

**Individual** members are entitled to 15% discount on one ticket per production\*.

**Members** are entitled to 15% discount on up to four tickets per production\*.

**Supporters, Friends** and **Business Friends** are entitled to 15% discounts on up to six tickets per production\*.

15% discount for **Individual, Members, Supporters, Friends** and **Business Friends** is available on selected performances, are subject to availability and may be removed at any time. Please check individual website show pages or contact the Box Office for further information on when discounts apply.

**16-26 & Student** and **Curve Connect** member discounts differ per production. A maximum of two tickets can be purchased at the 16-26 & Student and Curve Connect rate per production\*. These discounts are subject to availability and may be removed at any time. Please check individual website show pages or contact the Box Office for further information on when discounts apply.

**Individual, Members, Supporters, Friends** and **Business Friends** are eligible for **20% discount** on tickets when purchased within the Priority Booking period.

This amounts to an additional 5% discount on the discounted ticket allowance and is only available within the Priority Booking period. Tickets purchased at 20% will count towards your allocation of discounted tickets. This discount is subject to availability and may be removed at any time. Please check individual website show pages or contact the Box Office for further information on when discounts apply.

\*Membership discount can only be used on Standard price tickets and cannot be used in conjunction with any other offer or concession.

#### 2 FOR 1 DISCOUNTS

2 for 1 tickets are available for all **Supporters, Friends** and **Business Friends** and must be purchased in multiples of two.

Tickets are non-transferable and cannot be used in conjunction with any other Membership offer or concession, the purchase of 2 for 1 tickets will count as your allocation for that production.

2 for 1 tickets are available on Made at Curve press night performances, and selected other performances and productions. They are subject to availability and may be removed at any time. Please check individual website show pages or speak to the Box Office for further information.

Tickets purchased by **Friends** and **Business Friends** on Press Night performances will include an invitation to the pre or post-show reception.

#### MEMBERSHIP PERIOD

Curve **Individual, Member, Supporter, Friend** and **Business Friend** memberships are valid for one year and will expire one year after purchase date. We will contact you 28 days in advance of your Membership expiring with instruction on how to renew.

If you have opted into auto-renew your membership, you will be notified 28 days (14 days if monthly) prior to expiry with an attempt to take payment taking place 7 days before expiry.

**Monthly Supporter, Friend** and **Business Friend** memberships are valid for one month and expire one month after purchase. Auto-renewal payment will be attempted 7 days prior to expiry.

**16-26 & Student** membership is valid for one year, **Curve Connect** membership is valid for three years.

#### MAKING A BOOKING

All bookings must be made by the Membership holder either through the Box Office or by logging on to your online account.

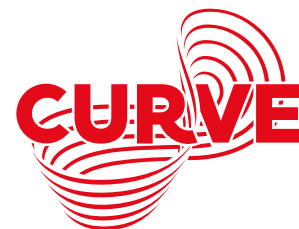
**Friends** and **Business Friends** can make use of the personal booking service by contacting the Membership & Fundraising Coordinator on **(0116) 402 6345** or **friends@curvetheatre.co.uk**.

#### EXCLUSIVE BOOKING PERIOD

Where possible **Individual, Members, 16-26 & Student, Supporters, Friends, Business Friends** and **Curve Connect** members will receive communication from Curve regarding on-sale information for shows ahead of general booking period.

**Individual, Members, 16-26 & Student,** and **Curve Connect** members can access Priority booking through the Box Office or by logging on to their online account.

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**Supporters** can access Supporter Priority booking 24 hours ahead of Priority booking through the Box Office or by logging on to their online Membership account.

**Friends** and **Business Friends** can access Friends Priority booking 48 hours ahead of Priority booking through the Box Office or by logging on to their online Membership account. A personal booking service is available through the Membership & Fundraising Coordinator by email or by phone.

### 16-26 & STUDENT MEMBERS

**16-26 & Student** membership can only be activated in person with the Box Office. Proof of eligibility must be provided in the form valid photo ID including driver's licence, passport, student ID card or PASS card.

**16-26 & Student** members may be asked to present valid ID or 16-26 & Student membership card upon entry to the auditorium. At least one member of the party attending should have valid photo ID to show eligibility for discounted tickets.

If proof is not provided, you may be asked to pay the full non-discounted price.

We cannot accept proof of ID via post or email.

### MEMBERSHIP CARDS

Membership cards are issued for all **Individual, Members, Supporters, Friends, Business Friends** and **Curve Connect** members upon the activation or renewal of their membership.

**16-26 & Student** members will only be issued a membership card once tickets for a future production have been purchased.

We endeavour to have membership cards created and posted seven days after purchase. We advise that membership cards can be received around 7-10 working days after purchase.

If you have lost your card, or have not received your card 10 days after purchase, please contact the Box Office on **(0116) 242 3595** or email [members@curvetheatre.co.uk](mailto:members@curvetheatre.co.uk).

### GREEN ROOM CAFÉ AND STAGE DOOR BAR DISCOUNTS

We offer 10% discount at the Café and Bar subject to availability. This excludes certain merchandise and confectionary items including ice cream, popcorn, pick 'n' mix, production branded merchandise and programmes.

Discount will only be given to the membership holder and on production of a valid membership card.

### MEMBERSHIP EVENTS

**Individual, Members** and **16-26 & Student** members are invited to attend up to four membership events per year with one guest per event\*. Tickets for Members' Events and Season Previews are offered at a first-come first-served basis.

**Supporters** are invited to attend up to four Membership events per year with two guests per event\*.

Tickets for Members' Events are offered at a first-come first-served basis. Tickets for Season Previews are guaranteed.

**Friends** and **Business Friends** are entitled to attend up to four Membership events per year with three guests per event\*.

Seats are guaranteed for all Members' Events and Season Previews.

All events are advertised on our website.

\*This applies to advertised membership events only. This does not apply to additional events that may take place in the theatre that all patrons are invited to.

### DONATION AND GIFT AID

**Supporter, Friend** and **Business Friend** memberships include a benefit value representing the cost of the membership to the theatre. These benefits can be purchased separately at the stated price. Any amount given over and above this benefit value is given freely as a donation to support Curve (Leicester Theatre Trust Ltd, registered charity 230708) and is eligible for Gift Aid.

Gift Aid enables charities such as Curve to claim back 25p from the government for every £1 donated. If you are a UK resident and a taxpayer, you are eligible to give Gift Aid.

Gift Aid can be declared on donations made today onwards and since a selected date. Claims can be made on donations made up to four years ago.

Gift Aid can be declared on donations made from today onwards.

Gift Aid can be declared on donations made on a single instance only.

By opting in to Gift Aid, you are confirming that you are a UK taxpayer.

It is your responsibility to inform Curve if you are no longer eligible to declare Gift Aid.

Gift Aid declarations can be cancelled at any time. Please contact the Box Office to do so.

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#### PAYMENTS

All memberships can be purchased by credit or debit card and cash. **Business Friend** membership can be paid in full via BACs. Memberships are non-refundable and non-transferable.

#### AUTO-RENEWAL

**Individual, Member, Supporter, Friend** and **Business Friend** memberships can auto-renew.

If you have selected a membership with a period of 1 year, you will be notified that you are due for renewal 28 days prior to expiry. Payment will be attempted 7 days prior to your expiry date.

If you have selected a membership with a period of 1 month, you will be notified that you are due for renewal 14 days prior to expiry. Payment will be attempted 7 days prior to your expiry date.

Curve **Individual** and **Members** cannot pay for their membership on a monthly basis.

You can opt in and out of auto-renewal at any time. This can be done by access 'My Account' and 'Memberships' on our website. You can also contact the Box Office on **(0116) 242 3595** or **tickets@curvetheatre.co.uk**.

If payment cannot be taken after attempted, or the auto-renewal is cancelled, your membership benefits will expire at the end of the membership period.

Valid payment details must be stored with our booking system in order to select auto-renewal. Your saved payment details can be accessed on the My Account page of the website.