



CURVE MEMBERSHIP TERMS AND CONDITIONS

Last Reviewed February 2024

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* per Membership holder.

Supporters, Friends, Patrons and **Made at Curve Circle** members are entitled to 15% discount on up to six tickets per production* per Membership holder.

15% discounts for **Individual Members, Members, Supporters, Friends, Patrons** and **Made at Curve Circle** members are 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** 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, Members, Supporters, Friends, Patrons and **Made at Curve Circle** members are eligible for 20% discount on selected performances when tickets are 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 discounts can only be used on Standard price tickets and cannot be used for preview performances or in conjunction with any other offer or concession. Membership benefits do not apply on additional fees. For more information please visit our General Terms and Conditions on: <https://www.curveonline.co.uk/more-information/terms-conditions/>

2 FOR 1 DISCOUNTS

2 for 1 discounts on up to six tickets per production are available to **Supporters, Friends, Patrons** and **Made at Curve Circle** members 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 discounts are available during selected 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 on when discounts apply.

When the 2 for 1 offer applies on Press Night Performances, **Friends, Patrons** and **Made at Curve Circle** members who take advantage of this discount will be invited to interval drinks (if applicable) and a post-show reception with the cast and company.

COMPLIMENTARY TICKETS

Friends, Patrons and **Made at Curve Circle** members can take advantage of up to two complimentary tickets for the Christmas Made at Curve Press Night production. **Patrons** and **Made at Curve Circle** members will also be invited to take advantage of two complimentary tickets for the Summer Made at Curve production Press Night. Invitations to both will be sent in advance.

MEMBERSHIP PERIOD

Curve **Individual, Member, Supporter, Friend, Patron** and **Made at Curve Circle** memberships are valid for one year and will expire one year after purchase date. We will contact you in advance of your Membership expiring with instructions on how to renew.

If you have chosen to AutoRenew your membership, you will be notified prior to the current membership's expiry date with an attempt to take payment 7 days before this date.

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

16-26 & Student membership is valid for one year, unless the 27th birthday or the date reported on the student ID (if applicable) is sooner. **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 their registered online account.

Friends, Patrons and **Made at Curve Circle** members can make use of our personal booking service. **Friends** can contact the Memberships and Fundraising Coordinator on **0116 402 6345** or via friends@curvetheatre.co.uk. **Patrons** and **Made at Curve Circle** members can contact a member of the Fundraising Team directly.

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EXCLUSIVE BOOKING PERIOD

Where possible **Individual, Members, Supporters, Friends, Patrons, Made at Curve Circle** members, **16-26 & Students** 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.

16-26 & STUDENT MEMBERS

16-26 & Student membership can only be activated in person with the Box Office. We cannot accept proof of ID via post or email. A valid form of photo identification must be presented such as a valid passport, driver's licence, student ID card or PASS card. If you are a parent/guardian wanting to book on behalf of a 16 to 26 year old or student, please note that a separate account will be required, along with valid photo ID for the eligible party.

16-26 & Student members may be asked to present valid ID 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.

MEMBERSHIP CARDS

Membership cards are issued to all **Individual, Member, Supporter, Friend** and **Patron** members after the activation or renewal of their membership.

16-26 & Student members will only be issued a membership card upon request by contacting the Box Office or by emailing members@curvetheatre.co.uk.

To minimise our impact on the environment, membership cards are issued and posted out once a month and might take up to 5 weeks from the date of renewal/purchase to arrive. If you are planning to visit Curve soon, please present your membership order confirmation email to obtain your Café and Bar discounts. If you have lost or damaged your card, please contact the Box Office on **(0116) 242 3595** or email 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 confectionery 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 valid proof of membership.

MEMBERSHIP EVENTS

Friend, Patron and **Made at Curve Circle** members are entitled to attend Membership events throughout the year with one guest per event*.

Friend, Patron and **Made at Curve Circle** members will be contacted in advance of Members' Events and Season Previews to confirm their ticket allocation.

Supporter members are invited to attend Membership events throughout the year with one guest per event*. **Supporters** will be contacted in advance of Season Previews to confirm their ticket allocation. Tickets for Members' Events are offered on a first-come, first-served basis and are subject to availability.

Individual, Member and **16-26 & Student** members are invited to attend up to four Membership events throughout the year with one guest per event*. Tickets for Members' Events and Season previews are offered on a first-come, first-served basis and are subject to availability.

*This applies to advertised membership events only. This does not apply to additional events that may take place at Curve that all members are invited to.

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DONATIONS AND GIFT AID

Supporter, Friend, Patron and **Made at Curve Circle** memberships include a benefit value which represents 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 you may choose to Gift Aid it.

Made at Curve Circle members can direct their donation toward a specific area or activity within Curve of their choosing. Curve will have final approval of this choice.

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 at no extra cost to you.

Gift Aid can be declared on donations made today onwards and/or since a selected date, up to four years ago. Gift Aid can also 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, that the donation is made from a personal bank or building society account and that the donation is not more than 4 times what you have paid in Income or Capital Gains tax during that tax year (6 April to 5 April).

It is your responsibility to inform Curve if you are no longer eligible to declare Gift Aid or about any tax years where you did not pay enough tax.

Gift Aid declarations can be updated or cancelled at any time. Please contact the Fundraising Team on give@curvetheatre.co.uk or Box Office to do so.

PAYMENTS

All memberships can be purchased by credit or debit card and cash. Additionally, **Friend, Patron** and **Made at Curve Circle** memberships can be paid in full via bank transfer or via cheque. Memberships are non-refundable and non-transferable.

AUTO-RENEW

Individual, Member, Supporter, Friend and **Patron** memberships can be auto-renewed. This means that an automatic payment is attempted for your membership renewal before its expiry. To opt-in to Auto-Renew, you must save valid card details on your account.

If you have selected a membership with a period of 1 year, you will be notified that you are due for renewal and have the opportunity to cancel your automatic renewal prior to expiry. Payment will then be attempted 7 days prior to your current membership expiry date.

If you have selected a membership with a period of 1 month, payment will be attempted 7 days prior to your current membership expiry date, please contact us at members@curvetheatre.co.uk to discuss cancelling your membership. Curve **Individual Members** and **Members** cannot pay for their membership on a monthly basis.

You can check the status of your membership and auto-renew by accessing '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-renew option is cancelled, your membership benefits will expire at the end of the initial membership period.

Valid payment details must be stored with our booking system in order to opt-in to Auto-Renewal. Your saved payment details can be accessed anytime by accessing the 'Memberships' and 'Payment Cards' section of 'My Account' on our website.