

THE OLD VIC

THE CUT, LONDON SE1 8NB
OLDVICTHEATRE.COM
+44 (0) 20 7928 2651 | ENQUIRIES@OLDVICTHEATRE.COM

FRIENDS & ASSOCIATES

Terms & Conditions

These terms and conditions relate to Friend, Premium Friend, Associate and Premium Associate memberships purchased on or after 21 April 2015.

Duration of Membership

Membership lasts for one year from the date of purchase and you can upgrade your membership at any time during the year.

Membership Use

Memberships are for personal use only and are not intended for businesses. Please see our website for information on our range of Corporate Memberships.

Membership Activation

Individual memberships are active immediately. An automatic confirmation email will be sent to those purchasing memberships online to serve as proof of purchase.

Membership materials containing your membership number will be posted out to you by second class post. Please contact the Friends Office if you have not received them within 30 days of your application.

If your membership card is lost or stolen we will replace it free of charge in the first instance. Please contact the Friends Office to arrange a replacement, allowing 7 working days for your new card to be dispatched.

Membership Benefits

All memberships are philanthropic in nature and help support The Old Vic's fundraising efforts. Each level of giving offers a range of benefits in return for this generous support.

The Old Vic reserves the right to limit the number of tickets available for purchase in priority booking on a production by production basis. Please check with our dedicated Booking Line for full details on ticket restrictions.

Ticket purchases at all levels of membership are subject to a £1.50 transaction fee online and a £2.50 transaction fee when booking by phone, except at Premium Friends level, where no transaction fees are paid.

All event invitations, unless otherwise specified, are for the membership holder and a guest. Certain events are subject to additional costs.

For a full list of benefits please refer to the membership pages on our website. If you joined or renewed your current support prior to 21 April 2015 please contact the Development Office for further details on your benefits.

Gift Aid

The Old Vic is able to claim Gift Aid on the full amount of all Friends and Associates membership donations (except Gift Memberships), subject to having completed a valid Gift Aid declaration.

Gift Memberships

All levels of membership can be purchased as a gift. If you purchase a gift membership online and include the gift recipient's email address within your order we will send the confirmation direct to the recipient. Please leave this information blank if you would prefer to receive the confirmation in the first instance. Please note we are unable to take payment for Gift Memberships by Direct Debit

Renewals

We will contact you approximately one month before your membership is due for renewal, detailing the expiry date of your current membership and any further actions you may need to take in order to renew your support.

Direct Debits

If you choose to make your annual donation by Direct Debit, we will give you 14 days' notice of your upcoming Direct Debit charge and automatically renew your support after 12 months and collect the monies, unless you notify us otherwise. If your Direct Debit payment is rejected or cancelled we will contact you to arrange alternative payment.

Conditions of Refunds

If you change your mind about becoming a supporter, you may request a refund if you notify the Friends Office in writing and return all membership materials to us (including your membership card) within fourteen days of receipt.

Donations

Pure donations do not include any benefits and do not qualify for an annual membership. Please contact the Friends Office if you have made a donation and would like to convert it into a membership. If you have made a donation in error please contact us and we can arrange a refund.

Further Conditions

We will store your contact details on a database in order to send you information and offers relating to The Old Vic which may include information on additional fundraising activities. If you have provided us with an email address, email rather than post will be our primary contact method. Please advise the Friends Office if your contact details change to ensure you receive all relevant information.

We reserve the right to amend these Terms and Conditions at any time.

Contact Information

For ticket bookings and renewals please contact the dedicated Friends & Associates Booking Line on 0844 871 7635. The line is open Mon – Sat 10am-7pm. Calls cost 5.01 pence per minute from a landline (please note mobile rates vary according to network)

For any other queries, such as upgrades or refunds, please contact the Friends office. The office is open on weekdays from 10am-6pm and the team can be reached by telephone, email or letter. Details are

shown below. For out-of-hours urgent ticketing requests, please contact the dedicated Friends and Associates Booking line on 0844 871 7635. Unless a prearranged appointment has been made, members are not able to visit the office.

Address: Friends Office, The Old Vic, The Cut, London, SE1 8NB
Telephone Friends Office: 020 7981 0983
Email Friends Office: friends@oldvictheatre.com

INDIVIDUAL SUPPORT

Terms & Conditions

These terms and conditions relate to Patron, Benefactor, Producers' Circle, Artistic Director's Circle, Production Partner memberships purchased on or after 21 April 2015.

Duration of Membership

Membership lasts for one year from the date of purchase. You can upgrade your membership at any time during the year. Please contact the Development Office for further information.

Membership Use

Memberships are for personal use only and are not intended for businesses. Please see our website for information on our range of Corporate Memberships.

Membership Activation

Memberships purchased online, over the phone or at the Box Office are live with immediate effect. An automatic confirmation email will be sent to those purchasing memberships online to serve as proof of purchase.

Membership materials will be posted out to you by second class post. Once processed and posted, we will presume that you have received these membership materials. Please contact the Development Office if you have not received them within 14 days of your application.

Membership Benefits

All memberships at The Old Vic are philanthropic in nature and help support The Old Vic's fundraising efforts. Each level of giving offers a range of benefits in return for this generous support.

Patrons receive 8 complimentary tickets during the 12 months covered by their annual support.

All other levels from Benefactor support and above receive 12 complimentary tickets during the 12 months covered by their annual support.

Subject to availability, complimentary tickets can be used at any point throughout the season for main stage productions.

Tickets to events included within your membership package (e.g. Supporters' Receptions, Opening Nights, suppers with the cast) will be taken from your annual allocation.

Invitations to events include two people: the member and a guest, unless otherwise specified.

Please note we are unable to carry over unused tickets from one year's allocation to the next. House seats for sold-out productions can be purchased subject to allocations specified in your membership benefits and we require 3 date options to be able to fulfil requests.

The Old Vic reserves the right to limit the number of tickets purchased in priority booking on a production by production basis.

For a full list of benefits please refer to the membership pages on our website. If you joined or renewed your current support prior to 21 April 2015 please contact the Development Office for further details on your benefits.

Gift Aid

Membership fees on Patron level and above are split between a benefit portion and a donation. The donation portion is a suggested amount to which Gift Aid provisions apply, but you may purchase the benefits separately if you prefer not to make a philanthropic donation. Alternatively you may also choose to gift the entire amount of your membership as a pure donation with no complimentary benefits expected in return, having completed a valid Gift Aid declaration.

Please note if you would like to make your donation via CAF or via a charitable foundation and take up benefits, payment must be made separately for the benefits portion of your membership.

Gift Memberships

All levels of membership can be purchased as a gift. If you purchase a gift membership online and include the gift recipient's email address within your order we will send the confirmation direct to the recipient. Please leave this information blank if you would prefer to receive the confirmation in the first instance. Please note we are unable to take payment for Gift Memberships by Direct Debit.

Renewals

We will contact you approximately one month before your membership is due for renewal, detailing the expiry date of your current membership and any further actions you may need to take in order to renew your support.

Direct Debits

If you choose to make your annual donation by Direct Debit, we will give you 14 days' notice of your upcoming Direct Debit charge and automatically renew your support after 12 months and collect the monies, unless you notify us otherwise. If your Direct Debit payment is rejected or cancelled we will contact you to arrange alternative payment.

Conditions of Refunds

If you change your mind about becoming a supporter, you may request a refund if you notify the Development Office in writing and return all membership materials to us (including your membership card) within fourteen days of receipt.

Donations

Pure donations do not include any benefits. Please contact the Development Office if you have made a donation and would like to convert it into a membership. If you have made a donation in error please contact us and we can arrange a refund.

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We will store your contact details on a database in order to send you information and offers relating to The Old Vic which may include information on additional fundraising activities. If you have provided us with an email address, email rather than post will be our primary contact method. Please advise the Development Office if your contact details change to ensure you receive all relevant information.

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Contact Information

For all of ticket bookings and event RSVPs please contact:

Anne Meriaux, Individual Giving Officer

(T 020 7981 0982, E oldvicclub@oldvictheatre.com)

To discuss your membership please contact:

Natasha Harris, Development Director

(T 020 7981 0996, E natasha.harris@oldvictheatre.com)

Eve Parker, Individual Giving Manager

(T 020 7981 0978, E eve.parker@oldvictheatre.com)

The Development Office is open on weekdays from 10am-6pm and the team can be reached by telephone, email or letter. Details are shown below.

For out-of-hours urgent ticketing requests, please contact the dedicated Friends and Associates Booking line on 0844 871 7635. Unless a prearranged appointment has been made, members are not able to visit the office.

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