

# Royal Exchange Theatre Membership Terms and Conditions 2025



Please note that all levels of membership include a benefit value detailing the actual cost of membership to the charity. These benefits can be purchased separately at the stated price. Any amount given above this benefit value is given freely as a donation to support the Royal Exchange Theatre and qualifies for Gift Aid. The benefits element of membership is inclusive of VAT at the current rate of 20%. To discuss purchasing benefits separately contact [donations@royalexchange.co.uk](mailto:donations@royalexchange.co.uk).

## 1 Price & Payment

- 1.1 The price of Memberships will be as quoted on our website from time to time (except in cases of obvious error) and prices include VAT. We do not issue VAT invoices for Memberships.
- 1.2 Payment for Memberships must be by credit or debit card or direct debit. We accept all major credit and debit cards, excluding American Express.
- 1.3 You will pay for your year's Membership in advance, and we will send you a reminder when renewal of your Membership is due, unless you have set up a direct debit, in which case your Membership will be renewed automatically.
- 1.4 If you pay via Continuous Authority Payment, your payment will automatically renew if you have set your membership to 'auto renew'.
- 1.5 If you wish you cancel your membership, please contact the Royal Exchange Theatre Development Team and ensure your direct debit has been cancelled. If you pay via Continuous Authority Payment, we will cancel your payment for you when instructed.
- 1.6 Memberships are non refundable.

## Direct Debit Cancellation Policy

Direct Debit payments are taken in arrears on the 1st and 15th of the month via Donor Debit. If a Direct Debit is cancelled, benefits will be honoured to the end of the month in which the last payment was made.

## Membership (£60 p.a. or £60DD p.a.)

**\* £60 Annual Membership: Donation £42.26/Benefits £17.74**

· Membership cards can be collected from the theatre's Box Office.

· Priority booking for Main House productions will open to Members at least 2 days before the new season goes on sale to the general public. All members will receive a minimum of 24 hours advance notification of the programme before they are able to book. Additional priority booking for Studio productions, one-off events and visiting productions will be communicated via email. The Royal Exchange Theatre is committed to providing affordable tickets to our communities. Therefore, some affordable tickets won't be available to purchase during priority booking.



- For monthly memberships (at any level), to receive benefits such as Priority Booking, your membership must be set to 'auto-renew' at the point of membership purchase, and for the following months until your benefit amount has been **paid in full**. For example, in the case of the £5 monthly membership, you would need to cover the **benefit amount** of £17.74 (x4 monthly payments of £5) for **any** tickets bought during the Priority Booking window to be valid. Any tickets booked during Priority Booking which do not meet these criteria will be cancelled and refunded.
- News, event invites and updates will be sent via email. Please provide an email address when joining. By purchasing a Membership, you are giving us consent to receive email and postal communications from us concerning membership updates and benefits. If you wish to be excluded from these mailing lists, please email [rachel.morris@royalexchange.co.uk](mailto:rachel.morris@royalexchange.co.uk).
- Membership enables the membership holder and a guest to attend Members Cast Q&A events. In person Members Q&As are available to members at a cost of £5 per person. This will cover the cost of refreshments for in person events. Digital Q&As are available to members free of charge. Cast members and creatives are not confirmed and subject to change.
- A 10% discount is available in The Rivals Café for parties up to 4 when you show a Membership card with a valid expiry date.

### **Silver Membership (£120 p.a.)**

**\* Donation £51.66/Benefits £68.34**

In addition to the above, Silver Membership is also subject to the below terms and conditions.

- 10% discount is available in The Rivals Café for parties up to 6 when you show a Silver Membership card with a valid expiry date.

### **Gold Membership (£300 p.a.)**

**\* Donation £208.86/Benefits £91.14**

In addition to the above, Gold Membership is also subject to the below terms and conditions.

- 10% discount is available in The Rivals Café for parties up to 8 when you show a Gold Membership card with a valid expiry date.

### **Platinum Membership (£600 p.a.)**

**\* Donation £405.56/Benefits £194.35**

In addition to the above, Platinum Membership is also subject to the below terms and conditions.



- 10% discount is available in The Rivals Café for parties up to 8 when you show a Platinum Membership card with a valid expiry date.
- A 10% ticket discount applies to tickets **on Row D and E Stage Level and Row A First Gallery seats**. This discount cannot be used in conjunction with any other ticket offer/package.
- Access to tickets for sold out performances are subject to availability.
- A complimentary programme is available based on one programme per Membership per production.
- Account management facility is available from Monday – Friday, 9:30am-5:30pm by calling Rachel Morris on 0161 615 6707 or emailing [rachel.morris@royalexchange.co.uk](mailto:rachel.morris@royalexchange.co.uk). At all other times please contact our Box Office on 0161 833 9833.
- If you would prefer to not have your support listed on our website, in production programmes and on our donor boards please let us know by emailing [rachel.morris@royalexchange.co.uk](mailto:rachel.morris@royalexchange.co.uk)
- The Exchange Suite will be available for selected Members to book for pre-show and interval on Friday evening, Saturday matinee, and Saturday evening performances. The Suite will be available to access one hour before the performance start times (1.30pm for matinees and 6.30pm for evening shows), and again in the interval. The Exchange Suite must be requested a minimum of 48 hours in advance of a performance by the named Member. Members must book directly with the Development team by emailing [rachel.morris@royalexchange.co.uk](mailto:rachel.morris@royalexchange.co.uk) or by calling 0161 615 6707. Full T&Cs for the Exchange Suite can be found on our website.

### **Supporter's Circle Membership (£1,800 p.a.)**

**\* Donation £842.65/Benefits £957.35**

In addition to the above, Supporter's Circle Membership is also subject to the below terms and conditions.

- Invitations to Press Night are for the named individual who holds the membership and are non-transferable and not exchangeable for another performance.