

THE OLD VIC

THE CUT, LONDON SE18NB
OLDVICTHEATRE.COM
+44 (0) 20 7928 2651 | ENQUIRIES@OLDVICTHEATRE.COM

FRIENDS

Terms & Conditions

These terms and conditions relate to Friend Memberships purchased on or after 30 April 2019.

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

Memberships purchased by one-off payments online or over the phone are active immediately and Memberships purchased online by Direct Debit will take up to two working days to be activated. An automatic confirmation email will be sent to those purchasing Memberships online to serve as proof of purchase. Memberships purchased by paper form and sent by post will take up to seven working days after reception to be activated. A confirmation email will be sent to let you know your Membership has been activated.

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 seven working days for your new card to be dispatched.

Membership Benefits

Friend Memberships are philanthropic in nature and help support The Old Vic's fundraising efforts.

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.

Any purchase of tickets by Members and/or use of Membership Benefits is subject to these Conditions in full. We reserve the right to rescind a Membership without refund where any ticket(s) or Membership Benefit(s) have been obtained, transferred or resold in breach of our Terms and Conditions of Sale. [Our Terms and Conditions of Sale can be viewed here.](#)

For a full list of benefits please refer to the Membership pages on our website.

Gift Aid

The Old Vic is able to claim Gift Aid on the full amount of all Friends Membership donations (except Gift Memberships), subject to the individual 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 you will be sent a confirmation email with an activation code to give to the recipient of the gift. This code must be sent to the Friends Office at friends@oldvictheatre.com in order to activate the Membership. Once activated, a welcome gift pack and Membership card will be sent to the recipient directly at the address provided. Please note we are unable to take payment for Gift Memberships by Direct Debit.

Renewals

We will contact you by letter or email 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 full refund if you notify the Friends Office in writing and return all Membership materials to us (including your Membership card) within 14 days of receipt. After this period, Memberships are not refundable.

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.

Data Protection and Privacy

In order to administer your Membership we manage your personal information securely, in accordance with our [Privacy Policy](#). We will use your personal information to provide you with all information, benefits and services specific in your Membership.

If you have provided us with an email address then email rather than post will be our primary contact method. You can update your mailing preferences by logging in and choosing 'Manage Account' on our website, by emailing friends@oldvictheatre.com or by telling our Box Office team over the phone or in person.

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 & Conditions at any time.

Contact Information

For ticket bookings and renewals please contact the dedicated Friends Booking Line on 0344 871 7635. The line is open Mon – Sat 10am-6pm. For out-of-hours urgent ticketing requests, please contact the Friends Booking line on 0844 871 7635. Calls are charged at 7p per minute plus your phone company's access charge

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. 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