

# THE OLD VIC

THE CUT, LONDON SE18NB  
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## INDIVIDUAL SUPPORT

### Terms & Conditions

Thank you for choosing to support The Old Vic – we really value your membership.

These terms and conditions relate to Associate, Patron, Benefactor, Producers' Circle, Artistic Director's Circle and Production Partner Memberships purchased on or after 16 December 2019.

#### 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 logins may not be shared with anyone who is not the named Member. Invitations to events include two people: the Member and a guest, unless otherwise specified. Invitations may not be resold or gifted to another individual. Breach of this term may result in your Membership being terminated.

#### 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 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 eight 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. Complimentary tickets are subject to availability and are limited to four tickets per production.

Members may use their complimentary tickets for Band A, B and C seats on all productions. Complimentary tickets may be used for Premium seats where these are available – please contact the Development Office.

Complimentary tickets may be used at any point throughout the Season for main productions. 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 three date options to be able to fulfil requests. Associates do not receive complimentary tickets.

Tickets to events included within your Membership package (e.g. Supporters' Receptions, Opening Nights, Artistic Director's Circle Suppers) will be taken from your annual allocation where applicable. Whilst we always invite the cast and creative team to Membership events, please note that their presence is subject to availability. **We cannot guarantee that any particular artist will be present at a Membership event.**

The Old Vic reserves the right to limit the number of tickets Members may purchase during priority booking on a production-by-production basis. Individual Members may not make group bookings for more than nine tickets at any one time. Should you need more than nine tickets please call our Box Office (0344 871 7635) for availability on larger group bookings.

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 30 April 2019 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<sup>1</sup>. 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.

The value of Associate benefits are within the Gift Aid threshold and therefore the full Membership is considered pure donation and applicable for Gift Aid.

### **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 Development Office at [oldvicclub@oldvictheatre.com](mailto:oldvicclub@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 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 14 days of receipt. After this period, Memberships are not refundable.

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<sup>1</sup> Those who make a philanthropic donation will be recognised as supporters of The Old Vic.

## Donations

Pure donations do not include any benefits and do not qualify for an annual Membership. 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 within 14 days 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 [oldvicclub@oldvictheatre.com](mailto:oldvicclub@oldvictheatre.com) or by telling our Development Team over the phone or in person.

Please advise the Development Office on 020 7981 0982 or at [oldvicclub@oldvictheatre.com](mailto:oldvicclub@oldvictheatre.com) if your contact details change to ensure you receive all relevant information.

## Our Culture

All visitors to The Old Vic, including Members and their guests, are expected to behave appropriately and to treat our staff, cast and creative teams with respect and kindness. The Old Vic is a theatre that is inclusive, welcoming and happy. Anyone who does not uphold this culture will be asked to leave.

We reserve the right to refuse admission to any Membership events and may request any Member to leave before or during an event if we consider it necessary. We may take any appropriate action reasonably necessary to enforce this right. Photos and filming are not permitted at Membership events.

In exceptional circumstances, we may refuse Membership where we consider doing so is in the best interests of The Old Vic, our staff, casts or creatives.

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

## Contact Information

For all of ticket bookings and event RSVPs please contact:

Miran Hadzic, Individual Giving Officer  
(T 020 7981 0982, E [oldvicclub@oldvictheatre.com](mailto:oldvicclub@oldvictheatre.com))

To discuss your Membership please contact:

Sam Morley, Co-Director of Development  
T 020 7981 0999, E [sam.morley@oldvictheatre.com](mailto:sam.morley@oldvictheatre.com)

Sarah Elghady, Individual Giving Manager  
(T 020 7981 0978, E [sarah.elghady@oldvictheatre.com](mailto:sarah.elghady@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 in person.

Address: Development Office, The Old Vic, The Cut, London, SE1 8NB

Development Office: 020 7981 0982

Email Development Office: [oldvicclub@oldvictheatre.com](mailto:oldvicclub@oldvictheatre.com)