

FRIENDS TERMS & CONDITIONS

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

These terms and conditions relate to Friend Memberships purchased on or after 07 January 2020.

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 individual use only and are not intended for businesses or organisations. 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. Breach of this term may result in your Membership being terminated.

Membership Materials

Membership materials containing your Membership number and Membership card 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 email friends@oldvictheatre.com with your full name and address to arrange a replacement.

Membership Benefits

Friend Memberships are philanthropic in nature. As an independent charity with no regular public subsidy, Memberships are essential in keeping The Old Vic open.

The Old Vic reserves the right to limit the number of tickets available for purchase during priority booking on a production-by-production basis. Individual Members can make a group booking for any one performance of up to nine tickets at a time. Should you need more than nine tickets please call our Box Office (0344 871 7628) for availability for larger group bookings. 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 Terms and Conditions. We reserve the right to terminate a Membership without refund where any ticket(s) or Membership Benefit(s) have been obtained, transferred or resold in breach of our [Conditions of Sale](#).

Tickets placed for sale with inflated prices on reselling sites such as Viagogo or Stubhub will be immediately void. No refund will be issued to the original purchaser. Patrons presenting tickets purchased through these sites will not be admitted into the performance and will not be entitled to a refund from The Old Vic. We strongly recommend that patrons do not sell or purchase tickets through reselling sites.

Direct Debits

If you signed up by Direct Debit, your Membership will be automatically renewed after 12 months unless you notify us otherwise. We'll send you a reminder letter along with your new Membership card. You can cancel your Direct Debit at any time.

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

One-off 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, this will be our primary contact method, rather than by post. 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.

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.

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.