

TRP Membership Terms and Conditions

1. Definitions

- **Membership** means any of Theatre Royal Plymouth's individual Memberships, including Executive, Director, Ambassador, Associate, Friend and Supporter Memberships.
- **Theatre Royal Plymouth Ltd** registered and principle trading address is Royal Parade, Plymouth, Devon, PL1 2TR. Registered in England as company number 01560651. Registered charity number 284545
- **Terms** means the Theatre Royal Plymouth Individual Membership terms and conditions as set out in this document.

2. Terms

2.1 Membership lasts for twelve months from the month of purchase.

2.2 The cost of the Membership is non-refundable. We do not offer pro-rata refunds if you try to cancel your Membership part-way through your Membership terms and we have no liability for any unused Membership.

2.3 Membership renewals, queries and upgrades can be directed by email to memberships@theatreroyal.com or by phone to our Box Office team on 01752 267222.

2.4 Memberships are non-transferable

2.5 All Members will receive an email before their Membership expires to inform them of when they will need to renew their Membership. For Members that pay by Direct Debit, the Membership will automatically renew on the same terms and an email will be sent to inform them that their Membership will be renewed.

2.6 Membership costs may be subject to increase, although an increase won't come into effect until the Members' current Membership is due for renewal. When a Member pays by Direct Debit, the Member will be informed of the price increase in advance of payment collection.

2.7 If necessary, we reserve the right to revoke the Membership without refund if an individual behaves in a threatening, abusive, or otherwise inappropriate manner towards any person at Theatre Royal Plymouth. This also applies if the Member damages or threatens to damage any property of Theatre Royal Plymouth or acts in a manner which brings Theatre Royal Plymouth into disrepute.

2.8 Upon notification of the death of a Member, Theatre Royal Plymouth will conclude the Membership unless instructed to transfer to a named individual for the remainder of the annual membership period.

3. Benefits

3.1 All Members are entitled to the Membership benefits associated with their Membership level, as listed on the Membership leaflet and Membership webpage. All Membership benefits are subject to availability and subject to the terms below

3.2 Theatre Royal Plymouth reserves the right to make changes to these terms including to the membership benefits. For significant changes, we will notify all Members with details of the changes.

3.3 Membership does not guarantee access to tickets. Member discounts cannot be combined with any other offers, discounts and concessions, or be applied to tickets already purchased.

3.4 Membership benefits are for the personal use of the Member only. Benefits, including priority booking, late access to tickets, events and invitations are not transferable. If the information available to us suggests that a Member has used their Membership benefits for commercial gain (e.g. reselling tickets purchased during priority booking periods) we may, at TRP's discretion, cancel the Membership without notice or refund.

3.5 Not all performances at Theatre Royal Plymouth will be eligible for the Members' Discount. Discount information will be included in the email about new shows when we announce them. Discounted is noted on the show pages of our website and our Box Office team (01752 267222) will be able to confirm discount availability too.

3.6 The standard terms and conditions apply to tickets purchased and visits made during a Membership. Our standard terms and conditions are available to view at www.theatreroyal.com/terms

3.7 Membership ticket discounts can be applied to performances beyond the expiry date but must be booked while the membership is valid