

Reading Rep Friends Memberships

Terms and Conditions

Joining the Scheme

Free tickets on sign-up

All Friends are offered two free tickets for any Reading Rep production when joining the scheme. This offer is valid for the first year of membership, and, if not claimed by the renewal/expiry date, will be removed from your account. Please note, this offer is only offered as part of your initial sign up and is not available on annual renewals.

Distance Contracts

If you purchase a membership either online or by telephone (but not, for the avoidance of doubt, if you purchase a membership in person at the Reading Rep Theatre box office), you have a right to cancel your membership within 14 days from the day after purchase (the "cooling-off period"). If you cancel your membership within the cooling-off period then, subject to the below, you will receive a full refund.

Using Membership Benefits within your 14 day 'Cooling Off' Period

If you use any listed benefits of your membership but then cancel your membership within the cooling-off period, Reading Rep Theatre reserves the right to deduct the face value price of such benefits from the sum refunded to you in respect of such cancellation, and issue a charge for any value which exceeds the cost of your membership. You acknowledge and agree that by using any listed benefits of membership within the first 14 days, you are expressly requesting that your membership benefits commence during the cooling off period.

Age Recommendation

Our membership schemes are only open to all patrons aged 16+

Using The Scheme

Availability

Tickets are subject to availability. We reserve the right to limit the number of tickets any one Friend can buy to ensure a fair usage policy for all Friends.

Priority Notice and Booking

Where possible, we will attempt to provide a priority booking period of between 24 hours and 7 days for all Reading Rep Theatre productions, as well as any offered by Reading Rep Associate Companies or Reading Rep Youth Theatre/Young Company. Friends will be

notified of priority booking by email. We cannot guarantee that priority booking will be offered on each occasion. If this is the case, Friends will receive advance notice.

VIP Nights and Celebration Events (Best Friends only)

Best Friends are entitled to two tickets to one VIP performance which takes place during the membership period, and two tickets to Reading Rep's annual celebration event. Friends will receive invitations to VIP Nights and the celebration event throughout the year by email. Tickets to each event are limited and subject to availability, therefore tickets will be allocated on a first come first served basis. Upon acceptance of an invitation, Friends will receive two complimentary tickets to the chosen event, which are non-transferrable. A record of how many VIP Nights have been attended over a 12-month period will be recorded on your record on our database.

We are not able to carry over any unused complimentary tickets from one year's allocation to the next.

Other Offer Outlets

Reading Rep Theatre reserves the right to offer some last-minute discounting via agreed outlets that is comparative to Friends offers. Friends tickets purchased cannot be refunded in light of any subsequent discounts advertised elsewhere.

Resales

Tickets must not be sold by Friends for profit or commercial gain. Failure to comply will make this ticket and transaction void and we reserve the right to revoke your membership without refund if we believe you are benefiting from reselling tickets from the scheme.

Data Usage and Evaluation

The Members Scheme communications are done digitally through the Friends e-newsletter (all Friends levels) and event invitations (Best Friends only), and therefore we require your permission to use your email to communicate these benefits to you. If you do not give us permission to use your email address or elect to unsubscribe from the newsletters, you will still be able to use all of your entitled benefits, but we won't be able to keep you up to date with last minute additions to the programme, additional short-term offers, or updates on priority booking periods.

We will still contact you when you are approaching the end of your membership period if you do not give your permission for us to use your email address to communicate with you.

We will not give your email address to any other organisation or third party without your express permission gained during the booking process or by updating your preferences in your online account, and all emails you receive regarding the scheme will be from Reading Rep Theatre. Should we wish to pass your information on, we will ask for your consent before doing so.

By granting us access to your email address, you also give us permission to send you e-surveys and other invites to help us ensure we receive feedback and evaluation of the scheme, so we can continue to improve it. We also reserve the right to record your attendance and booking patterns via our box office system to help us monitor the success of the scheme.

Please read our [Privacy Policy](#) for more information on how we use your data.

Attending The Theatre

Latecomers

The Management reserves the right to refuse admission or re-entry to a performance. Latecomers may either be asked to wait until a suitable break in the performance, or be refused admission. Please try and arrive in plenty of time for your show as some performances may have a strict no-latecomers policy.

Collecting at the Box Office

We urge all patrons to opt to receive their tickets by email. If you have opted to collect tickets from the Box Office, they may be collected on the day of the performance, no earlier than 45 minutes before the production begins. Please bring along the card you paid with and proof of eligibility for any discounted tickets.

Please see our general [Terms and Conditions](#) for more information.

We reserve the right to update these Terms and Conditions at any time.

Last update March 2022