

Wiltshire Creative Membership

Terms and conditions

A valid Wiltshire Creative Membership will entitle you to the Benefits but some or all of the Benefits may be added to, removed or altered by the organisation at its discretion.

All Benefits are subject to availability and to the following conditions (which are subject to change at the organisation's discretion).

Priority booking and advance notification before the general public

- Priority booking is available for all Salisbury Arts Centre, Salisbury International Arts Festival and Salisbury Playhouse programmes.
- Length of priority booking and priority booking dates are not fixed and therefore subject to change.
- Members will always receive notification in advance of priority booking periods within an appropriate time before booking opens.
- **Please note priority booking does not apply to any Take Part activities or workshops.**

10% off tickets plus access to exclusive ticket offers

- Single Members are entitled to 10% discount on one full price ticket per selected event at Salisbury Arts Centre, Salisbury International Arts Festival and Salisbury Playhouse. Joint Members are entitled to 10% discount on up to two full price tickets per selected event at Salisbury Arts Centre, Salisbury International Arts Festival and Salisbury Playhouse. Please note this does not entitle discounted tickets for multiple performances of one production or event.
- Discounted tickets are subject to availability and limitations and exclusions apply. **Please note ticket discounts do not apply to any Take Part activities or workshops.**
- Only one discount applies per ticket. Any other tickets purchased by the Member will be at the usual advertised rates.
- Wiltshire Creative reserves the right to withdraw or amend discounts without prior notice.
- Discounts can be used in conjunction with concessions, but cannot be used in conjunction with any other offer or be applied to tickets already purchased.
- All bookings must be made by the named individual/s, who take out the Membership, and discounted tickets are available through Ticket Sales and online, when quoting or signing in to the individual's online account using a valid Membership number.
- Discounted tickets are available to book for the forthcoming year of your Membership.
- Any purchase of tickets will be subject to our terms and conditions of sale.
- Tickets may be exchanged for another performance of the same event or production if you return your tickets to the Ticket Office 48 hours before the original performance date. There is an administration charge of £3 per ticket for exchanges. Please note that we can only action an exchange once we are in receipt of the original ticket. Tickets cannot be refunded.

Regular news and updates from behind-the-scenes

- News and updates will be sent via email, please provide an email address when joining. If you do not have an email address, we will use your postal address.
- By purchasing a Membership, you are giving us consent to receive email and postal communications from us concerning Membership updates and benefits.

Invitations to previews, launches and Members-only events

- Event invitations will be sent via email, please provide an email address when joining. If you do not have an email address, we will use your postal address.
- Event places are limited and allocated on a first-come, first-served basis.
- Many of our events will be free to attend, though we may occasionally ask for small donations to attend, which will go towards supporting our work.

One free programme for each Wiltshire Creative own-produced show or event (two for Joint Members)

- Single Members are entitled to one free programme per event or production. Joint Members are entitled to up to two free programmes per event or production.
- Free programmes are only available to Members if they have been produced and printed by Wiltshire Creative for an own-produced Wiltshire Creative show or event. Wiltshire Creative own-produced shows are clearly indicated in our season brochure. Therefore, Members are not entitled to free programmes for visiting shows, performance hires, etc.
- Wiltshire Creative reserves the right to not offer free programmes for selected events, regardless of these Conditions.
- Members must show a valid Membership card to claim their free programme/s.

Special offers on food and drink

- Current offer for Members is 10% off bottles of wine, prosecco and champagne at our Salisbury Arts Centre and Salisbury Playhouse bars. This offer is available at any time, including pre-performance.
- Offer excludes hire events.
- Members must show a valid Membership card at the bar upon placing their order to claim a discount.

Dedicated Members' enquiries line

- Our Membership team are available in the office from 10am – 6pm, Monday – Friday. If you cannot get through to anyone, please email membership@wiltshirecreative.co.uk or if your query is urgent, please call Ticket Sales on 01722 320 333.
- This is an enquiries line only. We are unable to facilitate card payments in the Membership office, so please call Ticket Sales on 01722 320 333 if you need to pay for your Membership or book tickets.

Membership cards

- You must call our Membership team on 01722 345 161 if your Wiltshire Creative Membership card is lost or stolen. There will be a replacement fee of £3.
 - Your Membership card is strictly non-transferable to any third parties. Only the named holder on the membership card will be entitled to use the membership card and to receive Benefits.
 - Memberships are for personal use only and are not intended for businesses or organisations.
 - Joint membership cards are issued per member and will each display a single name, both of whom will be able to make bookings and receive discounts through the membership scheme.
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Joint Membership

- Joint Membership is for any two people who wish to join together, whether or not they live at the same address.
- If you would like correspondence sent to two separate postal and/or email addresses this must be made clear upon sign up/renewal.

Gift Membership

- Wiltshire Creative Membership can be purchased as a gift. Please purchase online, at Ticket Sales or contact the Membership team if you would like more information.
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Wiltshire Creative Membership sign up

- A Membership can be purchased online, over the phone or over the counter.
- Upon receipt of your Membership application form, you will be issued with a Membership card and welcome pack within 10 working days; we will notify you if we cannot issue you with a card or welcome pack within this time. In this instance, the Membership card and welcome pack will be sent later.
- A Membership will not be issued until we have received full payment.
- Subject to these Conditions, the Membership will be valid for 12 months from the date of purchase.

Wiltshire Creative Membership renewal

- We will contact you in the 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 membership.
- We recommend Members renew no more than 14 days before the expiry date, as Memberships are valid for 12 months from the date of purchase.
- Any renewals will be subject to payment of the then current Renewal Fee, as stipulated by the organisation.

Cancelling your Membership

- You have the right to cancel your Wiltshire Creative Membership at any time. If you cancel your Membership within 28 days of purchase the initial fee paid will be refunded to you. You must call our Membership team on 01722 345 161 within the 28 days.
- If you have accessed any of the benefits associated with the membership a refund will not be granted.
- If you contact us to cancel your Membership after the 28 day period has passed a refund will not be granted.

Data protection regulations

- By purchasing a Membership, you are giving us consent to receive phone, email and postal communications from us concerning Membership administration, updates and benefits.
- Members' contact details will be stored on a database so that we can send you information and offers relating to Wiltshire Creative, which may include additional fundraising activities.
- Wiltshire Creative will always store and process your personal data in accordance with any applicable Data Protection legislation.

Gift Aid

- We cannot currently claim Gift Aid on any portion of the Wiltshire Creative Membership fee.

Wiltshire Creative reserves the right to terminate your Membership and/or demand the return of your Membership card and/or cancel it at any time if, in its reasonable opinion, you are in breach of these Conditions.

Any Benefits and tickets obtained in breach of these Conditions will be made null and void and the organisation may refuse to admit the ticket holders at the venue.

For any queries, please call **01722 320 333** or email membership@wiltshirecreative.co.uk

WILTSHIRE CREATIV

INCORPORATING

**SALISBURY
ARTS CENTRE** 

**SALISBURY
INTERNATIONAL
ARTS FESTIVAL** 

**SALISBURY
PLAYHOUS** 