



Omnibus Theatre Membership Terms and Conditions

Date updated: 13th June 2017

By purchasing a Membership with Omnibus Theatre, you are agreeing to the following terms and conditions.

Omnibus Theatre reserves the right to change these terms and conditions at any time without prior notice. In the event that any changes are made, the revised terms and conditions shall be posted on the Omnibus Theatre website immediately. Please check the latest information posted herein to inform yourself of any changes.

General Terms and Conditions

- Memberships are paid for a year in advance and we will send you an email reminder when renewal of your Membership is due, unless you have set up a direct debit or standing order, in which case your Membership will be renewed automatically.
- Once you have purchased your Membership and we have confirmed receipt of payment, you will be issued with a Membership card which will carry your name and expiry date. You show your Membership card when claiming your Membership benefits. Omnibus Theatre reserves the right to refuse issuing any Membership benefits (including complimentary tickets) if you do not show a valid Membership card.
- You agree not to pass on this card to anyone not part of the scheme so that they might benefit from any discounts within it. If Omnibus Theatre believes you are 'sharing' your Membership card to secure benefits for anything within the scheme, we reserve the right to cancel your Membership with immediate effect, without refunding any joining fee.
- On renewal of your annual Membership, we will issue you with a new Membership card and the previous card will no longer be accepted.
- Any remaining Membership benefits not claimed will be considered void after the Membership expiration date, which is normally 1 year from date of purchase unless otherwise specified. If you are entitled to complimentary tickets with your tier of Membership, you must claim them before your Membership expires. Complimentary tickets do not accumulate or "roll over", and any entitlement to complimentary tickets only lasts until the expiration date of the Membership.
- Once your Membership expiration expires, we will allow for a 30-day "grace period". During this period, you will continue to receive our exclusive email communications to our Members, but you will not be able to claim your other benefits.

Communications and Data Protection

- By purchasing a Membership, you are giving us consent to receive email and postal communications from us concerning Membership updates and benefits.
- News, event invitations and updates will be sent via email. Omnibus Theatre is under no obligation to inform you of the benefits through any other communications channel. To ensure that you receive all relevant communications, please add "development@omnibus-clapham.org" to your email client address book.

Omnibus Theatre, 1 Clapham Common Northside, London SW4 0QW

Charity No: 1143709 | Company No: 07032543

Telephone: 0207 498 4699 | Website: www.omnibus-clapham.org | Email: enquiries@omnibus-clapham.org



- We will never give your email address to any other organisation or third party and all emails you receive regarding the scheme will be from Omnibus 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 reserve the right to record your attendance and booking patterns via our box office system to help us monitor the success of the scheme.

Membership benefits

- All tiers of Membership are entitled to Priority Booking for select events. Where possible, we will attempt to notify Members of upcoming performances at Omnibus Theatre before these are announced to the general public. This is not always possible and sometimes our performances may be announced via social media or our website without notification to Members.
- If you have purchased an “Accelerator”, “Instigator” or “Originator” tier of Membership, you will receive an annual allocation of complimentary tickets which can be used for performances at Omnibus, subject to availability. Omnibus Theatre will occasionally programme productions or special events that we are unable to issue complimentary tickets for. In these instances, you will not be able to claim any complimentary tickets, even if you have remaining tickets in your allocation.
- If you would like to book using your allocation, please contact our Development team on 0207 498 4699 or at development@omnibus-clapham.org with the following information:
 - Membership number
 - Name of performance
 - Date and time of performance
 - Name of audience member(s)
- Any complimentary tickets which are part of your Membership allocation must be booked in advance. We cannot guarantee entry to events for walk-ins, even if you have remaining tickets in your allocation.
- Tickets must not be sold by Members 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 refunding your joining fee if we believe you are benefiting from reselling tickets from the scheme.
- All levels of Membership include a benefit value detailing the actual cost of Membership to the charity. These benefits can be purchased separately at the stated price. Any amount given above this benefit value is given freely as a donation to support Omnibus Theatre and qualifies for Gift Aid. To discuss purchasing benefits separately, please contact our Development team on 020 7498 4699 or development@omnibus-clapham.org. The donation and benefit split for each tier of Membership is as follows:
 - Collaborator: Donation: £25.00 / Benefits: £0.00
 - Accelerator: Donation: £43.00 / Benefits: £17.00
 - Instigator: Donation: £91.00 / Benefits: £29.00
 - Originator: Donation: £227.00 / Benefits: £73.00