

TERMS & CONDITIONS FOR MEMBERSHIP

BENEFITS

- 1.1 All benefits are subject to availability and to the following conditions
- 1.2 A valid digital Membership card will entitle you to the benefits, but you acknowledge that the Corn Exchange reserves the right to alter, remove some or all of the benefits at its discretion. No refunds can be made.
- 1.3 Any purchase of tickets to events at the Corn Exchange will be subject to our terms and conditions of sale.
- 1.4 Members and Companions are entitled to free ticket exchanges and resales on sold out shows if we sell the tickets and if requested within 48 hours of the ticketed show.
- 1.5 As a Member or Companion (Friend, Associate, Patron or Fellow) you are entitled to priority booking for live events and films listed in the seasonal brochures before it goes on public sale to non-members.
- 1.6 Priority booking enables you to purchase 2 tickets for every film, 2 places for workshops and courses at the Learning Centre and The Base and a maximum of 4 tickets for live events, exhibitions and films listed in the seasonal brochures before it goes on public sale to non-members. This may change from time to time depending on our contractual arrangements with promoters and producers.
- 1.7 From time to time additional events will be added outside of seasonal brochures. For these events the length of the priority booking period and quantity of tickets available for booking during the priority period may be restricted.
- 1.8 The 10% discount for Members, 15% for Friends and Associates, 20% for Patrons and Fellows in the Corn Exchange Cafe and Bar cannot be used in conjunction with any other offer.

APPLICATION PROCESS

- 2.1. When joining the membership scheme, you will receive an automated welcome email within 24 hours with details of your benefits and information about how to download your membership card. You will have immediate access to priority booking. Once processed and emailed we will assume that you have received your membership and digital card information.
- 2.2 Should you not receive, be unable or not wish to download a digital card please email the development team (development@cornexchangenew.co.uk) for assistance, within 72 hours of joining the membership scheme.

MEMBERSHIP CARDS

- 3.1 Any person is only entitled to one membership of the Corn Exchange per year. Membership and any associated benefits are non-transferable and can only be used by the named Member. Proof of identity may be requested.
- 3.2 Members and Companions who are unable to prove a valid membership may in some instances not be able to access the membership benefits on that occasion (and will not be offered a refund).
- 3.3 The Corn Exchange reserves the right to refuse any application for membership at its sole discretion without reason.
- 3.4 An individual can apply for an annual membership at any time and it will be valid for a full 12 months. Memberships will expire exactly 12 months from date on application form, i.e. memberships applied 3rd of May 2024 will expire on the 2nd of May 2025.

RENEWALS

- 4.1 For annual memberships we will send you an email 30 days prior to your membership expiry date to notify you that your membership is due for renewal.
- 4.2. For Auto-renewal membership payment will be taken automatically 7 days prior to the expiry date.
- 4.3 For Companions paying monthly we will automatically renew your membership after 12 months and collect the monies for the coming subscription period unless you notify us that you do not wish to renew your membership 21 days before your membership is due to be renewed.

REFUNDS

- 5.1 Membership is valid for 12 consecutive months. If you change your mind about joining, you may request a refund if you notify the Development Office in writing (the contact details for which are detailed under "Further Information") within 14 days of receiving your welcome email.

GIFT AID

- 6.1 By completing the Gift Aid declaration you confirm that you have paid or will pay an amount of Income Tax and/or Capital Gains Tax for each tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities or Community Amateur Sports Clubs (CASCs) that you donate to will reclaim on your gifts for that tax year. You understand that other taxes such as VAT and Council Tax do not qualify. You understand Corn Exchange Newbury will reclaim 25p of tax on every £1 that you give.

DATA PROTECTION

- 7.1 We will contact you by email in order to administrate your member benefits, such as sending newsletters, offers and sending your digital membership card.

The Corn Exchange, Newbury will always store your personal details securely. We'll use your details to provide the service that you have requested and communicate with you in the way(s) that you have actively agreed to. Your data

may also be used for analysis purposes, for reporting to our funders, to help us provide the best service possible and to contact you about a booking you have made. We will never pass your details on to anyone else without your explicit consent. You are free to change your mind at any time by changing your contact preferences online, or by emailing admin@cornexchangenew.co.uk

Our Privacy Policy contains full details about how we will store and use your personal data and can be found on our website at www.cornexchangenew.com/terms-conditions

FURTHER CONDITIONS

- 8.1 The Corn Exchange reserves the right, (in its sole discretion) if a member behaves in a threatening or abusive manner towards any person at the Corn Exchange, or damages or threatens to damage property of the Corn Exchange, or acts in a manner which the Corn Exchange believes brings the Corn Exchange into disrepute, to refuse membership and /or to revoke membership without refund and / or entry.
- 8.2 The Corn Exchange reserves the right to revoke your membership at any time, without financial compensation, if you commit any breach of these terms.
- 8.3 The Corn Exchange reserves the right to change these terms at any time.
- 8.4 The validity, construction and performance of these terms shall be governed by English law and we (The Corn Exchange) and you (the Member) hereby submit to the exclusive jurisdiction of the English courts.

CONTACT INFORMATION

- 9.1 The Development Office can be reached by telephone, email or letter. Details are shown below:
Address: Corn Exchange, Market Place, Newbury, Berkshire, RG14 5BD
Telephone: 01635 582666
Email: development@cornexchangenew.co.uk

The Corn Exchange (Newbury) Trust is a charity registered in England and Wales number 1080567

By applying for, purchasing or accepting issue of a Corn Exchange membership the member shall be deemed to have read, understood and accepted the Corn Exchange (Newbury) Conditions of Issue. These terms and conditions are available at www.cornexchangenew.com or phone 01635 582666 for a copy to be sent to your home address.