

Lighthouse Friends

Terms and Conditions

1. Definition of Membership

- 1.1 A member of Lighthouse Friends shall be the person to whom 'Friends' Membership is issued following payment of the applicable Membership fee to Poole Arts Trust Ltd (Lighthouse). It is important that members read and understand these Terms and Conditions. By paying their subscription each member agrees to be legally bound by these Terms and Conditions, as they may be modified from time to time.
- 1.2 The initial period of membership shall be 12 months (e.g. if receipt of payment is on 20th August 2019, membership will be valid until 19th August 2020). Membership will continue on an annual basis for as long as annual payments are made unless membership is terminated in accordance with these Terms and Conditions.
- 1.3 No benefits can be allowed without a valid card. If you forget your card we cannot guarantee you will receive your discounts.
- 1.4 Membership is valid only for the named holder and is non-transferable and non-exchangeable.

2. Membership Fees

- 2.1 Membership Fees must be paid at the point of purchase, and a Friends membership will not be renewed until the renewal fee has been paid in full.
- 2.2 The fee to become a Good Friend is £35, The benefits received are valued at £35
- 2.3 The fee to become a Great Friend is £120. The benefits received are valued at £50. Benefits can be purchased separately at the price of £50. Any amounts given over and above this benefits value are given freely as a donation to Lighthouse (Registered charity number 275961, formally known as Poole Arts Trust) and are eligible for Gift Aid. To discuss purchasing benefits separately please email fundraising@lighthousepoole.co.uk
- 2.4 The fee to become a Best Friend is £500. The benefits received are valued at £80. Benefits can be purchased separately at the price of £80. Any amounts given over and above this benefits value are given freely as a donation to Lighthouse (Registered charity number 275961, formally known as Poole Arts Trust) and are eligible for Gift Aid. To discuss purchasing benefits separately please email fundraising@lighthousepoole.co.uk

Lighthouse Poole's Centre for the Arts
21 Kingland Road, Poole, Dorset BH15 1UG
01202 28 00 00
info@lighthousepoole.co.uk
www.lighthousepoole.co.uk

Poole Arts Trust Limited, Registered in England and Wales Number 1368325.
Poole Arts Trust (Trading) Limited, Registered in England Number 1368368.
Registered address as show above. Poole Arts Trust is a registered Charity Number 275961.
Chief Executive Elspeth McBain.



Get involved at lovelighthouse.co.uk

3. Membership Benefits

- 3.1 The member is entitled to have booking fees waived on all tickets booked at Lighthouse. At the time of writing, the booking fee is £1.75 for adult tickets over £10 and £0.85 for adult tickets under £10. All prices published are inclusive of the booking fee. This is valid for tickets purchased during the membership period and can not be added retrospectively.
- 3.2 Occasionally, Friends will have access to a priority booking period, allowing them the opportunity to purchase tickets before they are made available to non-members. Due to the nature of our agreements with show promoters, this will only apply to selected shows and Lighthouse reserves the right to change the length of a priority booking period without notice. Lighthouse will endeavour to communicate priority booking periods to Friends via email with as much notice as possible. In cases where the member has not consented to receive email communications from Lighthouse, this information may not be distributed.
- 3.3 The Member is entitled to a 10% discount at Lighthouse Bars and in the Beacon Café. This discount cannot be used in conjunction with any other offers, and can only be used for purchases made at our bars and in the Beacon café. The discount will not apply to sales of ice creams, confectionary and merchandise. The member must present their own valid membership card in order to receive any discount.
- 3.4 Members at the 'Good Friends' level will receive an invite to one Friends' event per year. Members at the 'Great Friends' and 'Best Friends' levels will receive invites to two Friends' events per year. Invites will be sent with a reasonable notice period and Lighthouse reserves the right to alter the content and nature of these events at our discretion. If the member cannot attend the event on the date advertised, no refunds will be given.
- 3.5 Members at the 'Best Friends' level will be invited an annual Chief Executive's Lunch event that will take place at Lighthouse. Invites will be sent with a reasonable notice period. If the member cannot attend the event on the date advertised, no refunds will be given.
- 3.6 Members at the 'Best Friends' level are entitled to use a personal ticket booking service. This will be administered through the Lighthouse Fundraising Department and does not entitle the member to any additional discount or access to sold-out performances.
- 3.7 Members at the 'Great Friends' and 'Best Friends' levels will be acknowledged on the Lighthouse website. If the member's responsibility to ensure that Lighthouse are aware of any requests for anonymity. To notify Lighthouse of a wish to remain anonymous, please email fundraising@lighthousepoole.co.uk or by post at the following address: Fundraising Department, Lighthouse Poole's Centre for the Arts, 21 Kingland Road, Poole, Dorset, BH15 1UG

3.8 Members will receive four e-newsletters per year. These will be emailed to the address registered on the members' account. In order to receive the e-newsletter, please ensure that you have opted in to marketing communications from Lighthouse. Members at the 'Great Friends' and 'Best Friends' level are entitled to have the newsletter posted to them. This must be requested by writing to the following address: Fundraising Department, Lighthouse Poole's Centre for the Arts, 21 Kingland Road, Poole, Dorset, BH15 1UG

3.9 All members will be entitled to early mailing of the season brochure. Lighthouse cannot guarantee members will receive the brochure before non-members due to a reliance on the postal system. Lighthouse reserves the right to change planned brochure mailing dates to suit business planning.

4. Lost, Stolen or Defective Cards

4.1 If a membership card is lost, stolen or defective, the member must notify Lighthouse as soon as possible. If a membership card is lost, stolen or defective, Lighthouse will allow one replacement card to be issued free of charge. The replacement of any additional cards thereafter will incur a £10 per replacement card administration fee. If the card is defective, the member must return it to the Ticket Office Manager, Lighthouse, 21 Kingland Road, Poole BH15 1UG. Lighthouse's liability in such circumstances shall expressly be limited to the replacement of the defective Membership Card.

5. Membership Cancellation – by Member

5.1 A member may cancel their Lighthouse Friends Membership at any time and for any reason. The member must give a minimum of fourteen days written notice of cancellation to Ticket Office Manager, Lighthouse, 21 Kingland Road, Poole BH15 1UG. The member's account will be closed by Lighthouse on or around the date requested by the member and any "Member's benefits" accrued but not yet used will be cancelled. Membership cannot be reopened. A member may decide to subsequently apply for a new membership which will not entitle them to any of the cancelled "Member's benefit" accrued through any previous closed memberships.

5.2 No refund will be given in the event of a cancelled membership.

6. Membership Cancellation – by Lighthouse

6.1 Lighthouse reserves the right to terminate any membership account in the event of fraud, false declarations or falsifications in registration, fraudulent use of the Lighthouse Friends Membership Card, an irregularity in payment, failure to comply with these Terms and

Conditions of Lighthouse Friends membership or failure to comply with Lighthouse General Terms and Conditions. Any “Member’s benefits” not claimed by the date of cancellation will be cancelled and the member will be unable to claim them in the future.

7. Cancellation Refunds

7.1 In the event of membership cancellation by the Member or Lighthouse, there will be no refund in whole or in part of the annual membership fee.

8. Liability

8.1 Lighthouse shall not be liable to the member in respect of any direct, indirect or consequential damage, costs or expenses or any other claims for consequential loss whatsoever which arise out of or in connection with the Lighthouse Friends Membership Card.

9. Member Information

9.1 Lighthouse is committed to protecting and respecting your privacy. Lighthouse undertakes not to disclose any data without your consent or as permitted by the Data Protection Act 1998 (the “Act”). For the purpose of the Act, the data controller is Lighthouse

9.2 The member authorises Lighthouse to use any information provided to Lighthouse to the extent reasonably necessary to provide the member with offers, products and/or services offered by Lighthouse from time to time, and information relating thereto. The member authorises Lighthouse to use personal information to aggregate member profiles. Lighthouse will not share any personal information provided to it with any other partner or partner organization or third parties.

10. Changes to Membership Terms and Conditions

10.1 These Terms and Conditions may change from time to time at the discretion of Lighthouse. The annual membership fee may change from time to time at the discretion of Lighthouse

11. Questions and further information

11.1 Any questions, complaints or communications by should be directed to the Ticket Office Manager at Lighthouse, 21 Kingland Road, Poole. BH15 1UG or by email to feedback@lighthousepoole.co.uk

11.2 If any part of these Terms and Conditions is found by a court or any competent authority to be invalid, unlawful or unenforceable then such part shall be severed from the remainder of the agreement which shall continue to be valid and enforceable to the fullest extent permitted by law.

11.3 These Terms and Conditions (and any dispute or claim relating to it, its enforceability or its termination) shall be governed by and construed in accordance with the laws of England and Wales.