



Terms and Conditions of Membership

Please read carefully

YOUR MEMBERSHIP

Membership Card:

You will be issued with a membership card, which will carry your name and expiry date. If you have not received your membership card within 3 weeks please contact the Box Office on 028 90241919.

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 the Grand Opera House 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.

Cancellation of Membership:

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 Grand Opera House 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 Member 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, the Grand Opera House reserves the right to deduct the face value price of such benefits from the sum refunded to you in respect of such cancellation. 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 scheme is open to all patrons aged 18+.

Priority Notice and Booking:

Where possible, we will attempt to notify Friends of upcoming performances at the Grand Opera House before these are announced to the general public. This is not always possible and very occasionally our performances may be announced via social media or our website without members' notification.

Data Usage and Evaluation:

The Friends Scheme communications are quite often done digitally through emails, eflyers and an newsletter and therefore we need your permission to use your email to communicate these to you.

If you do not give us permission to use your email address or do not have an email address the Grand Opera House accepts no responsibility to inform you of the benefits through any other communications channel. As a result, you may miss out on the promotion of the benefits of the scheme.

FRIENDS BENEFITS

With immediate effect upon becoming a Friend you may take advantage of all membership benefits. Details and clarification of benefits are given below.

Discounted tickets for most shows: 2 for 1 offers or 10% discount applies to 2 tickets per show on selected productions (up to two tickets). If you try to claim more than the allocated amount, unfortunately, it will be considered a breach of these terms and conditions of membership and your membership may be cancelled.

If you wish to book for shows which fall outside your membership expiry date you may do so but to claim Friends discounts your membership must be up to date. In order to do this you can renew in advance and your new membership will not commence until your current membership has expired.

The best seats with priority booking: Friends of the Grand Opera House receive priority booking for new shows before tickets go on sale to the general public. Notification will be supplied via email at the beginning of the priority-booking period. In some instances, priority booking periods will not apply. In this instance, specially selected seating will be held off from public sale exclusively for Friends of the Grand Opera House – which can be booked by logging in online or calling the Box Office.

Discount at the Theatre bars: Friends of the Grand Opera House receive the allocated discount off drinks at our Theatre bars (up to two people) upon presentation of membership card.

Invitations to special events: Join us for a range of monthly events including talks, outings and behind the scenes tours. Some internal Friends events will incur a discounted charge. External events such as coach trips will incur an appropriate charge. Friends are permitted to bring guests to these events for a similar cost.

Complimentary cloakroom facilities: Friends of the Grand Opera House can use our cloakroom facilities in the Theatre Foyer free of charge.

Half price programmes: Gold and Platinum Friends can avail of 50% off Theatre programmes that are produced by the Grand Opera House upon presentation of membership card.

The opportunity to volunteer: There are various volunteering opportunities throughout the year at our Friends events, promotion membership evenings and open days.

A Friends Membership also makes a wonderful present for someone who loves theatre. To purchase a gift or individual membership please contact the Box Office by calling 028 90241919.