



Royal Exchange Theatre Membership Terms and Conditions 2025

Please note that 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 the Royal Exchange Theatre and qualifies for Gift Aid. The benefits element of membership is inclusive of VAT at the current rate of 20%. To discuss purchasing benefits separately contact donations@royalexchange.co.uk.

1 Price & Payment

- 1.1 The price of Memberships will be as quoted on our website from time to time (except in cases of obvious error) and prices include VAT. We do not issue VAT invoices for Memberships.
- 1.2 Payment for Memberships must be by credit or debit card or Direct Debit. We accept all major credit and debit cards, except American Express.
- 1.3 You will pay for an annual Membership in advance, and we will send you a reminder when renewal of your Membership is due, unless you have set up a Direct Debit, in which case your Membership will be renewed automatically.
- 1.4 If you pay via Continuous Authority Payment, your payment will automatically renew if you have set your membership to 'auto renew'.
- 1.5 If you wish you cancel your membership, please contact the Royal Exchange Theatre Development Team at donations@royalexchange.co.uk. The Member is responsible for cancelling their Direct Debit with their bank. If you pay via Continuous Authority Payment, you can either log into your Account on our website and cancel, or we will cancel your payment for you when instructed.
- 1.6 Memberships are non-refundable.

2 Direct Debit Cancellation Policy

Direct Debit payments are taken in areas on the 1st or 15th of the month via Donor Debit. If a Direct Debit is cancelled, benefits will be honoured to the end of the month in which the last payment was made.

3 Membership Levels & Associated Benefits

Silver Membership (£120 p.a.)

*** Donation £47.76/Benefits £72.24**

Membership cards can be collected from the theatre's Box Office.

- 10% discount on full price tickets for up to four tickets per show (discount is applicable to productions produced by the Royal Exchange Theatre only, excludes Banquette seats, subject to availability) for the 50th Anniversary Season:
 - ROAD 13 Feb – 14 Mar 2026
 - PRIVATE LIVES 27 Mar – 2 May 2026

- EVEN THESE THINGS 15 May – 15 Jun 2026
- FUN HOME 3 Jul – 1 Aug 2026
- KING LEAR 2 Oct – 15 Nov 2026
- A LITTLE NIGHT MUSIC 5 Dec 2026 – 30 Jan 2027
- SHOOTERS 12 Feb – 13 Mar 2027
- Priority booking for productions will open to Members at least two (2) days before the new season goes on sale to the general public. Members will be notified via email of each new season.
- Members must be logged in to their registered account to access priority booking online or provide their full name and account number when booking over the phone or in person.
- For monthly memberships (at any level), to receive any benefits your membership must be set to 'auto-renew' at the point of membership purchase, and for the following months until your benefit amount has been **paid in full**. For example, in the case of the £10 monthly membership, you would need to cover the **benefit amount** of £72.24 (x8 monthly payments of £10) for **any** tickets bought during the Priority Booking window to be valid. The same applies for 10% discount on up to four tickets per show purchased at any time. Any tickets which do not meet these criteria will be cancelled and refunded by the Theatre for being in breach of this condition.
- News, event invites and updates will be sent via email. Please provide an email address when joining. By purchasing a Membership, you are giving us your consent to receive email and postal communications from us concerning membership updates and benefits. If you wish to be excluded from these mailing lists, please email rachel.morris@royalexchange.co.uk
- 10% discount is available in the Bar and Café when you show a Membership card with a valid expiry date.

Gold Membership (£300 p.a.)

*** Donation £218.26/Benefits £81.74**

In addition to the above, Gold Membership is also subject to the below terms and conditions.

- One invitation to our Season Launch event for the named individual who holds the membership (plus a guest, two tickets total). Tickets are non-transferable and not exchangeable for another performance or event.

Platinum Membership (£600 p.a.)

*** Donation £477.45/Benefits £122.55**

In addition to the above, Platinum Membership is also subject to the below terms and conditions.

- Access to tickets for sold out performances (subject to availability).



- A complimentary programme is available based on one programme per Membership, per production.
- Account management facility is available from Monday – Friday, 9 – 5pm by calling Rachel Morris on 0161 615 6707 or emailing rachel.morris@royalexchange.co.uk. At all other times please contact our Box Office on 0161 833 9833 or email box.office@royalexchange.co.uk.
- If you would prefer to remain anonymous and to not have your support listed on our website, in production programmes and on our donor boards, please let us know by emailing rachel.morris@royalexchange.co.uk.
- The Exchange Suite will be available for Members (Platinum, Supporters' Circle and Corporate) to book for pre-show and interval on Friday evening, Saturday matinee, and Saturday evening performances. The Suite will be available to access one hour before the performance start times (1.30pm for matinees and 6.30pm for evening shows), and again in the interval. The Exchange Suite must be requested a minimum of 48 hours in advance of a performance by the named Member. The Suite is not confirmed until a confirmation email is received by the Member from the Development team. Members must book directly with the Development team by emailing rachel.morris@royalexchange.co.uk or by calling 0161 615 6707. Full T&Cs for the Exchange Suite can be found on our website.

Supporters' Circle Membership (£1,800 p.a.)

*** Donation £914.45/Benefits £885.55**

In addition to the above, Supporters' Circle Membership is also subject to the below terms and conditions.

- One invitation to each Mainstage Press Night for the named individual who holds the membership (plus a guest, two tickets total). Press Night tickets are non-transferable and not exchangeable for another performance.