

Omnibus Theatre

Membership Terms and Conditions

Date updated: 9th March 2018

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 Pack which will confirm your membership benefits and expiry date.
- 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

- When purchasing a Membership, we will request consent to contact you via email and/or post for Membership and marketing communications. These include (but are not limited to):
 - Event invitations, including Supporters Parties
 - Regular Supporters newsletters
 - Promotional offers
 - Surveys about the Membership scheme
 - Administrative emails, including (where applicable) ticket booking confirmations, seat reservations and renewal notices
- If you no longer wish to receive email communications, you can unsubscribe by clicking the appropriate link included in the footer of each email. If you no longer to receive post communications, please email our Development team on development@omnibus-clapham.org. Alternatively, please give us a call on 020 7622 4105.
- News, event invitations and updates are normally 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. In the unlikely event that you do not receive communications during the course of your Membership, please get in touch with us and we will amend our records accordingly.
- 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 explicit consent before doing so.
- We record your attendance and booking patterns via our box office system (LineUp Now) to help us monitor the success of the Membership scheme.

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

- The incoming General Data Protection Regulation (May 2018) is Europe's new framework for data protection laws - it supersedes the Data Protection Act 1998. In accordance with the General Data Protection Regulation, we agree to provide all of our customers and donors with the following rights in relation to your personal data:
 - The right to be informed
 - The right of access
 - The right to rectification
 - The right to erasure
 - The right to restrict processing
 - The right to data portability
 - The right to object
 - Rights in relation to automated decision making and profiling.

You can find out more about your rights on the Information Commissioner's Office website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>. Our Privacy Policy can be found on our website.

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: £48.00 / Benefits: £12.00
 - Instigator: Donation: £96.00 / Benefits: £24.00
 - Dual Instigator: Donation: £152.00 / Benefits: £48.00
 - Originator: Donation: £232.00 / Benefits: £68.00

All prices for Benefits are inclusive of VAT.