



# CORN EXCHANGE NEWBURY

## TERMS & CONDITIONS FOR MEMBERSHIP

### BENEFITS

1.1 All benefits and tickets are subject to availability and to the following conditions.

1.2 A valid membership card will entitle you to the benefits but you acknowledge that the Corn Exchange reserves the right to alter, remove or add to 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 As a Member you are entitled to priority booking for live events, films, workshops and courses listed in the seasonal brochures before it goes on public sale to non-members.

1.5 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.

1.6 Free ticket exchanges and resales are not applicable within 48 hours of the ticketed show.

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 in the Corn Exchange Kitchen and Bar cannot be used in conjunction with any other offer.

### APPLICATION PROCESS

2.1 When joining the membership scheme online, by telephone or in person, you will have immediate access to priority booking. All membership information will be sent by email within 7 days. If you have requested membership information by post, please allow 21 for receipt. Once processed and posted, we will assume that you have received these membership materials. You will need to contact the Development Office if you have not received them within 35 days of your application.

### MEMBERSHIP CARDS

3.1 Any person is only entitled to one membership of the Corn Exchange per year. Membership cards (printed or digital) and any associated benefits are non-transferable and can only be used by the named member. Proof of identity may be requested on presentation of your membership card.

3.2 Members who are unable to show a valid membership card (printed or digital) may in some instances not be able to access the membership benefits on that occasion (and will not be offered a refund).

3.3 On the first occasion, lost or stolen printed membership cards will be replaced free of charge. Subsequent requests for a replacement printed membership card will each carry a £10 administration charge (unless, in the event of theft, a police report is provided). From receipt a replacement printed card will be dispatched within 14 days.

3.4 The Corn Exchange reserves the right to refuse any application for membership at its sole discretion without reason.

3.5 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 for on 3rd May 2020 will expire on the 2nd May 2021.

## **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. If you select auto-renew when joining the membership scheme your membership renewal payment will be taken automatically 7 days prior to the expiry date.

## **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") and return any printed membership card(s) within 14 days of receiving your membership confirmation email. Neither refunds nor extensions will be issued after this time.

## **GIFT AID**

6.1 By signing 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 that the Corn Exchange (Newbury) Trust will reclaim 25p of tax on every £1 that you give.

## **DATA PROTECTION**

7.1 We will use your personal details to process your membership and keep you informed of membership offers, priority booking periods and special announcements.

You are free to change your mind about how you want to hear from us, at any time, by logging into your online account or by emailing [admin@cornexchangenew.co.uk](mailto:admin@cornexchangenew.co.uk)

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 agreed to. Your data may also be used for analysis purposes, to help us provide the best service possible. We will never pass your details on to anyone else without your explicit consent.

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/legal](http://www.cornexchangenew.com/legal)

## **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 post:

Corn Exchange, Market Place, Newbury, Berkshire, RG14 5BD  
Telephone: 01635 582666  
Email: [development@cornexchangenew.co.uk](mailto:development@cornexchangenew.co.uk)

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](http://www.cornexchangenew.com) or phone 01635 582666 for a copy to be sent to your home address.

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

