

Lighthouse Friends Terms and Conditions

1. Definition of Membership

- I. 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, as they may be modified from time to time.
- II. The initial period of membership shall be 12 months for annual memberships (e.g., if receipt of payment is 18th Oct 2022, membership will be valid until 17th Oct 2023). 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.
 - a. Monthly memberships are on a monthly rolling basis and will cease if payment is not received or membership is terminated.
- III. No benefits can be allowed without a valid card. If you forget your card, we cannot guarantee you will receive your discounts.
- IV. Membership is valid only for the named holder and is non-transferable and non-exchangeable.

2. Membership Fees

- I. 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.
- II. The fee to become a **Good Friend** is £45. The benefits received are valued at £45.
- III. The fee to become a **Great Friend** is £120. The benefits received are valued at £50 and can be purchased separately at this price. Any amounts given over and above this benefits value are given freely as a donation to Lighthouse (registered charity no. 275961, formally known as Poole Arts Trust) and are eligible for Gift Aid. To discuss purchasing benefits separately, please email fundraising@lighthousepoole.co.uk.
 - a. A **Great Friend** membership can also be purchased on a monthly basis for a fee of £10 a month. The benefits received are valued at £4.20 a month. In the case of non-payment due to an expired or invalid card, the Lighthouse Fundraising Team will contact the member to update their card information and take payment.
- IV. The fee to become a **Best Friend** is £500. The benefits received are valued at £80 and can be purchased separately at this price. Any amounts given over and above this benefits value are given freely as a donation to Lighthouse (registered charity no. 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 280000
www.lighthousepoole.co.uk
info@lighthousepoole.co.uk

Poole Arts Trust Limited, Registered in England and Wales Number 1368325.
Poole Arts Trust (Trading) Limited, Registered in England Number 1368368.
Poole Arts Trust is a registered Charity Number 275961.
Registered address 21 Kingland Road, Poole, Dorset BH15 1UG.
Chief Executive Elspeth McBain.

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3. Membership Benefits

- I. The member is entitled to have booking fees waived on all tickets booked at Lighthouse. At the time of writing, the booking fee is 10% of the total ticket price. This is valid for tickets purchased during the membership period and cannot be added retrospectively.
- II. 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.
 - a. If the member is not on the mailing list, they may amend their contact preferences by visiting their account on the Lighthouse website by clicking the 'head and shoulders' icon and selecting 'Contact Preferences'. From there, they can select whether they would like to receive communications from Lighthouse by email.
- III. 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.
 - a. The discount will not apply to sales of ice creams, confectionary, and merchandise.
 - b. The member must present their own valid membership card in order to receive any discount.
- IV. Members at the **Good Friends** level will receive an invite to one exclusive Friends event per year. Members at the **Great Friends** and **Best Friends** levels will receive invites to two exclusive 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.
- V. Members at the **Best Friends** level will be invited to 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.
- VI. Members at the **Best Friends** level are entitled to a personal ticket booking service. This will be administered through the Lighthouse Fundraising Team.
 - a. This does not entitle the member to any additional discounts or access to sold-out performances.
- VII. Members at the **Great Friends** and **Best Friends** levels will be acknowledged on the 'Supporters' page of Lighthouse's website. It is the member's responsibility to ensure that Lighthouse are made aware of any requests for anonymity.
 - a. To notify Lighthouse of a wish to remain anonymous, please email fundraising@lighthousepoole.co.uk, call us at 01202 280000, or write to us at the following address: Fundraising, Lighthouse Poole's Centre for the Arts, 21 Kingland Road, Poole, Dorset, BH15 1UG

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- VIII. Members will receive four e-newsletters per year. These will be emailed to the address registered on the member's account. In order to receive the e-newsletter, please ensure that you have opted into marketing communications from Lighthouse.
 - a. Members at the **Great Friends** and **Best Friends** levels are entitled to have the newsletter posted to them.
 - b. This must be requested in writing to the following address: Fundraising, Lighthouse Poole's Centre for the Arts, 21 Kingland Road, Poole, Dorset, BH15 1UG
- IX. All members are entitled to early mailing of the seasonal brochure. Lighthouse cannot guarantee that 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

- I. 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 issue one replacement card free of charge. The replacement of any additional cards thereafter will incur an administration fee of £10 per replacement card.
- II. If the card is defective, the member must return it to: Fundraising, Lighthouse Poole's Centre for the Arts, 21 Kingland Road, Poole, BH15 1UG.
 - a. Lighthouse's liability in such circumstances shall be expressly limited to the replacement of the defective membership card.

5. Membership Cancellation – By Member

- I. A member may cancel their Lighthouse Friends membership at any time and for any reason.
- II. The member must give a minimum of fourteen (14) days written notice of cancellation to: Fundraising, Lighthouse Poole's Centre for the Arts, 21 Kingland Road, Poole, BH15 1UG. The membership will be cancelled on or around the date requested by the member and any membership benefits accrued but not yet used will be cancelled. Membership cannot be reopened.
- III. A member may decide to subsequently apply for a new membership, which will not entitle them to any of the cancelled benefits accrued through any previous closed memberships.
- IV. No refund, full nor partial, will be given in the event of a cancelled membership.

6. Membership Cancellation – By Lighthouse

- I. Lighthouse reserves the right to terminate any membership 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.

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- II. Any membership benefits not claimed by the date of cancellation will be void and the member will be unable to claim them in the future.

7. Cancellation Refunds

- I. In the event of membership cancellation, either by the member or Lighthouse, there will be no refund in whole or in part of the membership fee.
- II. Memberships are non-transferrable.

8. Liability

- I. 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

- I. Lighthouse is committed to protecting and respecting your privacy. Lighthouse undertakes not to disclose any data without your consent or as permitted by General Data Protection Regulation 2016 (GDPR).
- II. 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.
- III. The member authorises Lighthouse to use personal information to aggregate member profiles.
 - a. Lighthouse will not share any personal information provided to it with any other partner, partner organisation, or third parties without the member's consent.

10. Changes to Membership Terms and Conditions

- I. These Terms and Conditions may change from time to time at the discretion of Lighthouse.
- II. The annual and/or monthly membership fees may change from time to time at the discretion of Lighthouse.

11. Questions and Further Information

- I. Any questions, complaints, or communications should be directed to the Fundraising Manager, Tom Shallaker, at tom.shallaker@lighthousepoole.co.uk. If you wish to communicate via

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telephone or in writing, contact Lighthouse on 01202 280000 or send to the following address:
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- a. You can also direct feedback to feedback@lighthousepoole.co.uk.
- II. 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.
- III. These Terms and Conditions, along with 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.

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