



# **LANDMARK THEATRES**

## **Membership Terms & Conditions**

**Last Reviewed Date: June 2025**





## **Landmark Theatres Membership Scheme – Terms and Conditions**

### **1. Introduction**

These Terms and Conditions ("Terms") govern the Landmark Theatres Membership Scheme ("Membership") offered by Landmark Theatres ("we", "us", "our"). By purchasing or using a Membership, you agree to abide by these Terms. If you do not agree with any part of these Terms, you should not purchase or use a Membership.

### **2. Membership Eligibility**

2.1 Membership is available to individuals aged 18 and over.

2.2 Memberships are non-transferable and issued for individual use only.

2.3 We reserve the right to request proof of identity or eligibility at any time.

### **3. Membership Benefits**

#### **3.1 Landmark Icon Members receive:**

- Access to various ticket discounts
- 10% discount at theatre bars
- Dedicated membership emails
- Priority booking for selected shows
- Discounts from local partner businesses

#### **3.2 Landmark Legend Members receive all Landmark Icon benefits, plus:**

- Super priority booking for selected shows
- Invitations to VIP events, press nights, and gala nights
- Complimentary backstage tour at one venue of your choice
- Two free top-price tickets to a Landmark Theatres production each year
- Your name featured in programmes for Landmark Theatres productions

#### **3.3 Conditions:**

All benefits are subject to availability and may be changed or withdrawn at any time without notice.



#### **4. Membership Fees and Duration**

4.1 Membership fees are payable annually (or as otherwise specified) and are non-refundable.

4.2 Membership is valid for 12 months from the date of purchase unless otherwise stated.

4.3 We reserve the right to revise Membership fees, with reasonable notice given to existing members prior to renewal.

If you opt in for automatic renewal, you will receive notification before your membership expiry date. We will attempt to take payment 7 days before the renewal date.

#### **5. Ticket Booking and Discounts**

5.1 Membership does not guarantee availability of tickets to any performance.

5.2 Discounts and priority booking are valid only for eligible performances and are typically limited to two tickets per member.

5.3 Benefits must be redeemed at the time of booking and cannot be applied retroactively.

5.4 Discounts do not apply to booking fees or surcharges.

5.5 All bookings must be made by the Membership holder via the Box Office or their registered online account.

5.6 Members will receive early-access communications ahead of public ticket on-sales.

#### **6. Membership Cards**

Membership cards are issued to all Landmark Icon and Legend members after activation or renewal.

To reduce environmental impact, cards are printed on biodegradable material and posted monthly. Delivery may take up to 5 weeks from the purchase or renewal date. If visiting a venue before your card arrives, please show your membership confirmation email to access bar discounts.

To request a replacement card for a lost or damaged one, please contact us.

#### **7. Bar Discounts**



- Members receive 10% off purchases at theatre bars and the Landmark Café (where applicable).
- Discount excludes merchandise and is available only to the named member upon presentation of valid proof of membership.

### **8. Membership Events (Landmark Legend Only)**

Landmark Legend members may attend exclusive events throughout the year with one guest per event.

Members will be contacted in advance to confirm attendance, and tickets are issued on a first-come, first-served basis and subject to availability.

### **9. Personal Information**

10.1 By purchasing Membership, you agree to the collection and use of your personal information in accordance with our [Privacy Policy].

10.2 You may opt out of communications at any time via your online account, by contacting the Box Office, or using the unsubscribe links in emails.

### **10. Changes and Termination**

11.1 We reserve the right to amend these Terms or withdraw the Membership Scheme at any time, with at least 30 days' notice to members.

11.2 We may cancel any Membership without refund in the event of misuse or breach of these Terms.

11.3 Any amendments will be communicated via email and/or our website.

### **11. Limitation of Liability**

12.1 We shall not be liable for any indirect, incidental, or consequential losses arising from your Membership.

12.2 Our total liability under these Terms shall not exceed the total Membership fee paid.

### **12. Payment Options**

Memberships can be purchased using credit or debit card or by cash (in-person only).