

National Theatre Individual Membership Terms and Conditions

We're so grateful to National Theatre members, who provide invaluable support for the National Theatre's work on the South Bank and in theatres, cinemas, schools and communities across the United Kingdom and beyond.

When you purchase and/or renew a Membership you are entering into a contract with us, the National Theatre, under these terms and conditions. These terms and conditions shall apply to all Memberships purchased, activated and/or renewed on or after 14 January 2025.

1. Definitions

Membership	means any of the National Theatre's membership packages which include the Member, Member Plus, Young Patron Premium, Young Patron Ambassador, Supporting Cast, Patron, Premier Patron, Benefactor, Life Benefactor and Olivier Circle.
Membership Period	means the date from which you sign up to a Membership to the date on which your Membership expires or is terminated in accordance with these Terms, as set out in the National Theatre Membership confirmation email.
National Theatre	means The Royal National Theatre whose registered and principal trading address is Upper Ground, London SE1 9PX. Registered in England company number 749504. Registered charity number 224223. VAT registration number GB 548 1804 33.
Terms	means The National Theatre Individual Membership Terms and Conditions set out in this document.

2. Membership Benefits

- 2.1 As a member you are entitled to the benefits listed on the relevant Membership page of the National Theatre's website (<https://www.nationaltheatre.org.uk/join-support/become-a-member>), subject to availability of the benefits and these Terms.
- 2.2 The National Theatre reserves the right to make changes to the Membership benefits from time to time in its absolute discretion. For any material changes to your Membership benefits

we will notify you in advance of any changes taking effect, and such notification will include details of how you can cancel the Membership before the changes take effect. If you choose to cancel the Membership you will receive a refund for any benefits paid for but not received insofar as they are treated as a benefit and not a donation (see paragraph 4.1 below). Donations are non-refundable.

- 2.3 Priority booking and late release ticket opportunities made available as part of a Membership will apply to events selected by the National Theatre in its sole discretion. Membership does not guarantee access to any tickets and ticket limits may apply.
- 2.4 As a member, you will receive emails from the National Theatre about upcoming productions, events, broadcasts and supporting the theatre. You may also receive brochures and selected communications by post. You can view details of our privacy policy online at <https://www.nationaltheatre.org.uk/your-visit/policies/privacy> and change your contact preferences any time by contacting our office or logging in via the MyNT section of our website.
- 2.5 Membership benefits are for the personal use of the individual identified as the Membership holder only, as set out in the Membership confirmation email and are non-transferable.
- 2.6 The Foyle Room is open to eligible Members from 5.30pm until the end of the last interval on Monday to Saturday. We reserve the right to close the Foyle Room on occasion. Closures will be listed here: <https://www.nationaltheatre.org.uk/join-support/members-area/foyle-room/>

3. Membership Terms

- 3.1 Membership of the National Theatre (except Life Benefactor) is an annual membership and payment in full covers a period of 12 months from the month of purchase.
- 3.2 All members must pay an annual Membership Fee. The National Theatre reserves the right in its absolute discretion to change the Membership Fee each year.
- 3.3 Once you have signed up to a Membership you will receive a confirmation email providing the details of your Membership and Membership Period.
- 3.4 Subject to any statutory right to cancel, your Membership Fee is non-refundable once payment has been received by the National Theatre and you are not entitled to cancel or terminate before the expiry of the Membership Period, unless otherwise permitted under these Terms.
- 3.5 Renewal by Direct Debit for all Memberships (except Life Benefactor): When each Membership Period approaches an end, the National Theatre will send you a renewal reminder prior to the expiry of your Membership Period. If you do not wish to renew your Membership you must inform the National Theatre at the earliest opportunity and in any event at least ten working days before payment is due under the renewal as set out in the renewal notice, otherwise your Membership will automatically be renewed and you will be liable to pay the Membership Fee for the renewal as set out in the notice.

- 3.6 Renewal by cash, cheque, credit/debit card and bank transfer for all Memberships (except Life Benefactor): When each Membership Period approaches an end, the National Theatre will send you renewal reminders, and your Membership will lapse unless a further Membership Fee payment is received from you. The National Theatre may contact recently lapsed Members regarding re-joining.
- 3.7 You can renew (where auto-renewal does not apply to the Membership) or upgrade your Membership and update your details at any time by contacting the National Theatre on support@nationaltheatre.org.uk or 020 7452 3218.
- 3.8 Memberships, and any applicable benefits, are non-transferable unless set out in these Terms.
- 3.9 A discount is available on Member and Member Plus Membership levels for those Members aged 30 and under. Where you have purchased a Membership with this discount, the National Theatre reserves the right to request you to evidence proof of your age at any point during the Membership Period. Should you not evidence your eligibility for such discount, the National Theatre shall be entitled to remove any discount and require payment of the full Membership Fee, or cancel the Membership and any tickets purchased under the Membership with only a credit of the ticket costs deducting any applicable administrative fee.
- 3.10 Young Patron membership is available to anyone aged 21 to 45. Where you have purchased this Membership, the National Theatre reserves the right to request evidence of your proof of age at any point during the Membership Period. Should you not evidence your eligibility for such discount, the National Theatre shall be entitled to cancel the Membership and any tickets purchased under the Membership with only a credit of the ticket costs deducting any applicable administrative fee.
- 3.11 Any gifted Membership must be paid for in full in advance. Following payment, you will be issued with a non-refundable voucher which must be activated within 12 months of the date of issue, as stated on the voucher, by the recipient of the gift in order to activate the Membership. Once activated, the gifted Membership will be valid for 12 months.
- 3.12 We may store encrypted credit card details for Young Patron Ambassadors, Patrons, Premier Patrons, Benefactors, Life Benefactors and Olivier Circle members, to enable you to make purchases more speedily. The credit card details are not visible to us. You can ask us to remove these details at any time. We will delete credit card details that have not been used for 13 months.

4. Gift Aid

- 4.1 All Membership levels include a donation amount which is eligible for Gift Aid and can be included in self-assessment tax returns. Some membership levels also include a payment for benefits. For further details on how your Membership is being treated please see the

relevant Membership page at <https://www.nationaltheatre.org.uk/join-support/become-a-member>.

- 4.2 Memberships purchased as a gift for someone else are not eligible for Gift Aid claims and cannot be included in self-assessment tax returns.
- 4.3 Gift Aid can only be claimed on the Membership donations when we have a valid Gift Aid declaration on file. You can make a declaration in writing or verbally to a member of staff at the National Theatre (which we will confirm in writing).
- 4.4 To be eligible for Gift Aid you must be a UK taxpayer and have paid an amount of UK income tax or capital gains tax that is equal to any tax we (and any other charitable donations for which you claim relief) would reclaim on your donation.

5. Terminating your Membership

- 5.1 You have the right to cancel a Membership within 14 days of purchase for a full refund of the Membership Fee. To cancel your Membership during this period, you must contact us at the details below to confirm such request for cancellation. Following receipt of your cancellation notice, the National Theatre shall be entitled to cancel any tickets and/or event bookings purchased under the Membership during this cancellation period, and in such case shall provide you with a credit for the cost of such purchase deducting any applicable administration fee.
- 5.2 Following cancellation, the National Theatre will send you an acknowledgement email of the cancellation.
- 5.3 We do not offer any partial or pro-rata refunds of Memberships, except as set out in these Terms, and have no liability for any unused Membership.
- 5.4 Upon notification of the death of a member, the National Theatre will conclude the Membership unless instructed to transfer to a named individual for the remainder of the annual Membership Period. Such transfers will be at the discretion of the National Theatre, and subject to Gift Aid regulations.
- 5.5 Life Benefactor Membership cannot be transferred and may only be used by the original, named individual for the duration of their lifetime.
- 5.6 Upon expiry of your Membership you will no longer be a member of the National Theatre and you will no longer be entitled to receive any Membership benefits or access. However, you may receive Membership email updates for up to 3 months after the expiry of your Membership.

6. Direct Debits

- 6.1 Direct Debit payments will begin being taken within five weeks of joining the Membership scheme and on an annual or monthly basis as indicated by you at the point of purchase, and as set out in the Membership confirmation email.

- 6.2 If the amounts to be paid or the payment dates change, the National Theatre will notify you at least 10 working days in advance of your account being debited, or as otherwise agreed.
- 6.3 By agreeing to pay by Direct Debit, you are agreeing to the Direct Debit terms and conditions as set out in the Direct Debit confirmation email, which the National Theatre shall also be bound by.
- 6.4 If there is any difficulty with collecting the Direct Debit payment the National Theatre will be in touch to re-attempt payment collection.
- 6.5 If there are two failed attempts at collection, the National Theatre shall be entitled to cancel the Membership as well as any bookings or use of benefits made under the Membership in accordance with the National Theatre's general terms and conditions for tickets.
- 6.6 In the event that you purchase a Membership via Direct Debit and fail to pay the Membership Fee in accordance with the instalments set out in the Direct Debit payment confirmation email, following the attempts made under clause 6.5, the National Theatre shall be entitled to cancel any bookings made under the Membership or use of Membership benefits which fall within the Membership Period, and in such case shall credit you with the cost of any ticket purchase deducting any applicable administration fee in accordance with the National Theatre's general terms and conditions for tickets.
- 6.7 If we cannot collect payment of the Membership Fee, we will be entitled to charge you interest at 4% above the Bank of England base rate. We may also suspend or cancel the services and charge you the reasonable costs of debt recovery proceedings to recover any sums you owe under these Terms.

7. Your obligations as a member

- 7.1 We reserve the right to, if necessary, revoke Membership without refund if an individual behaves in a threatening or abusive manner towards any person at the National Theatre, damages or threatens to damage any property of the National Theatre or other venue of a National Theatre event, acts in a manner which – in the National Theatre's sole opinion – brings the Theatre into disrepute, or is convicted of a serious crime including offences under money laundering or bribery laws and regulations.

8. Data Protection

- 8.1 For more information on how we look after your personal information please see our Privacy Policy: <https://www.nationaltheatre.org.uk/your-visit/policies/privacy>
- 8.2 You can change your contact preferences any time by contacting our office or logging in via the MyNT section of our website.

9. General

- 9.1 These Terms are governed by the laws of England and Wales and, in the event of any dispute arising out of these Terms and/or your Membership, you agree with the National Theatre to submit to the exclusive jurisdiction of the English courts.
- 9.2 These Terms together with the welcome confirmation email and Direct Debit confirmation email supplied by the National Theatre set out the whole of our agreement relating to the supply of Membership services by us to you.
- 9.3 The failure of or delay by the National Theatre to exercise or enforce any right in these terms does not constitute a waiver of such rights.
- 9.4 The National Theatre shall not be liable if it is delayed or prevented from performing any obligation under this agreement for reasons outside of its reasonable control.
- 9.5 The National Theatre reserves the right to revise these terms and conditions.

10. Contact details

For any information regarding your Membership, please feel free to contact us at support@nationaltheatre.org.uk or 020 7452 3218.