

By choosing to join Curve's **Supporters Scheme**, you are helping our mission to continue to be an outstanding theatre for everyone. You will enjoy a closer relationship to our work and be able to take advantage of a range of exclusive and exciting benefits.

Please find below the Terms and Conditions of your support as a **Friend, Champion, Patron** or member of our **Made at Curve Circle** ("**Supporters**"). For any questions or assistance, you can contact Curve's Fundraising Team at give@curvetheatre.co.uk or on **0116 402 6345**.

CURVE SUPPORTERS SCHEME TERMS AND CONDITIONS

Last Reviewed June 2025

In these **Supporters Scheme Terms and Conditions**, "**Supporter**" and "**Supporters**" mean all **Friends** (known as Supporter Members prior to 1 July 2025), **Champions** (previously known as Friend Members prior to 1 July 2025), **Patrons** and members of the **Made at Curve Circle**.

"**Benefits**" and "**Benefit**" means the services, privileges and entitlements offered to **Supporters** as part of the **Supporters Scheme** as set out in these Supporters Scheme Terms and Conditions.

Capitalised terms used herein and not defined shall have the same meaning as detailed in our Terms and Conditions of Sale

and Attendance (“**The Conditions**”) available at www.curveonline.co.uk/more-information/terms-conditions/

1. GENERAL CONDITIONS

1.1 All members of our Supporters Scheme must be eighteen (18) years old or over.

1.2 You can join our Supporters Scheme by:

(a) making a single up-front annual payment via cash, credit / debit card, bank transfer or cheque; or

(b) making twelve (12) equal monthly instalment payments via Direct Debit or credit/debit card. Under this second option, where we hold a credit / debit card on our system for taking payment, payment will be attempted every month, seven (7) calendar days prior to the end of the current monthly period of support.

If payment cannot be taken for any reason, we will contact you by email or telephone in order to discuss the failed payment with you and to provide you with an opportunity to update your payment card details or provide us with an alternative method of payment. You will still be liable to pay Curve for the full amount for the one (1) year Supporter Scheme. We have the right to suspend or cancel your Supporter Scheme Benefits at any time if we have not received payment which is otherwise payable.

1.3 If you joined the Supporters Scheme online, or over the telephone, you have a legal right to change your mind and receive a refund of what you paid. If you change your mind about joining

our Supporters Scheme you must let us know no later than fourteen (14) days after the day on which you made your first payment. If you have opted to pay by monthly instalments, you can only change your mind within fourteen (14) days after the first payment. This right to cancel and receive a refund does not apply to individual Ticket purchases.

To let us know you want to change your mind, contact Curve's Fundraising Team at give@curvetheatre.co.uk or on **0116 402 6345**. We reserve the right to reduce the amount of any refund if you have used any of the Benefits attached to the Supporters Scheme in the first fourteen (14) days.

1.4 If you wish to gift access to our Supporters Scheme for someone else, please contact Curve's Fundraising Team at give@curvetheatre.co.uk or on **0116 402 6345**.

1.5 Access to the Supporters Scheme will last for one (1) year and will expire on the one (1) year anniversary from the date of your payment. We will be in touch in advance with instructions on how to renew.

1.6 If you have chosen to automatically renew your annual support every year through auto renewal via credit / debit card, you be notified in advance about your automatic renewal and the option to cancel. Payment will be attempted seven (7) calendar days before the expiry date of your existing support. For more information about auto renewal via credit / debit card, please see Clause 9.

1.7 You may only hold a Loyalty Pass **or** a level of support within the Supporters Scheme at any given time. If you purchase a Loyalty Pass during your Supporters Scheme period or vice versa, you will

forfeit any payments already made towards your existing Loyalty Pass or Supporter Scheme.

2. SUPPORTERS SCHEME BENEFITS

2.1. A current list of Supporter Scheme Benefits is available online on Curve's website, via Curve's Box Office, or by contacting us to request a copy.

We reserve the right to change or amend any Benefits at any time provided we notify you of such change or amendment in advance and set out what this means for you as a Supporter.

2.2 Benefits received under our Supporter Scheme include a monetary value which is the cost incurred by Curve in providing these Benefits to you. Benefits can be purchased separately at the stated price. This cost may change from time to time for reasons outside our control. For a current price list of available Benefits and prices, please contact Curve's Fundraising Team at give@curvetheatre.co.uk or on **0116 402 6345**.

Payments made by you which are over and above this monetary value are treated as a voluntary donation to support Curve (Leicester Theatre Trust Limited, Registered Charity no. 230708) and are eligible for Gift Aid.

2.3 Benefits are for the Supporters Scheme registered account holder's exclusive use only and cannot be used by or transferred to any other person.

2.4 Benefits, including Ticket Discounts (as defined under Clauses 1.6 and 4 of The Conditions OR as detailed under Clause 3 of these Supporter Scheme Terms and Conditions) and food and drink discounts (as detailed under Clause 7), will only be

given to the registered account holder and on production of valid proof, such as a Supporter Scheme card, a Temporary Card or email confirmation. Curve reserves the right to charge undiscounted prices should it be unsatisfied (acting reasonably) with any proof made available.

2.5 Supporters Scheme Benefits and Discounts do not apply on additional fees, including but not limited to exchange, resale, booking fees, delivery / postal charges and booking protection fees. For further information about booking fees, Ticket delivery / postal charges, exchanges and resale, please visit our Terms and Conditions of Sale and Attendance at www.curveonline.co.uk/more-information/terms-conditions/.

2.6 Access Register Scheme customers can give consent to Curve's Box Office either verbally or in writing for a Companion to book Tickets and/or use their Supporter Scheme Benefits on their behalf.

2.7 From time to time, Curve might offer additional benefits to Supporters. These are at Curve's sole discretion and can be added, changed or removed at any time and without notice.

3. TICKET DISCOUNTS

3.1 Each Supporter is entitled to:

- (a) 15% discount on up to six (6) Tickets per production;
- (b) 2-4-1 Tickets on up to six (6) Tickets per Made at Curve production, on selected dates. 2-4-1 Tickets must be purchased in multiples of two (2);

(c) For any Ticket bookings, **Champions, Patrons** and members of the **Made at Curve Circle** can contact Curve's Box Office or Curve's Fundraising Team directly on **0116 402 6345** / **give@curvetheatre.co.uk** and make use of Curve's personal booking service.

3.2 When the 2-4-1 Ticket Discount applies on Made at Curve Press Night Performances, **Champions, Patrons** and members of the **Made at Curve Circle** who take advantage of this Ticket Discount will be invited to interval drinks (if applicable) and a post-show reception with the cast and company.

3.3 **Champions, Patrons** and members of the **Made at Curve Circle** will be invited in advance to take advantage of up to two (2) complimentary Tickets for the Press Night of our Winter Made at Curve production. This invitation includes attendance to interval drinks (if applicable) and to the post-show reception with the cast and company.

3.4 **Patrons** and members of the **Made at Curve Circle** will also be invited in advance to take advantage of up to two (2) complimentary Tickets for an additional selected Made at Curve production Press Night. This invitation includes attendance to interval drinks (if applicable) and to the post-show reception with the cast and company.

3.5 Supporters Scheme Discounts are subject to availability, may only be valid on certain performances and may be removed or amended at any time and without reason.

3.6 Supporters Scheme Discounts can only be used on Standard price Tickets, cannot be applied retrospectively and cannot be used for preview performances or in conjunction with any other Discount or Concession.

3.7 Please check Curve's individual website show pages or contact Curve's Box Office for further information on when Supporters Scheme Discounts apply.

4. SUPER PRIORITY BOOKING PERIOD

4.1 Where possible, Supporters will receive communication from Curve regarding the ability to purchase Tickets ahead of the booking period available to Loyalty Pass holders and general booking period ("Super Priority Booking Period").

4.2 Where we hold a valid email address for you and you have consented to receive email communications from us, we will try to notify you by email about upcoming performances and Super Priority Booking Periods. To receive this information, please check and update your contact preferences in your registered account. Whilst we will use reasonable endeavours to notify you in advance by email about upcoming performances and Super Priority Booking Periods, we are unable to guarantee this.

We encourage you to regularly check our website, social media channels and visit or contact Curve's Box Office for information on upcoming performances.

4.3 To access Super Priority Booking, you must be logged in to your online registered account or provide your registered account details when booking over the phone or in person.

4.4 Supporters are entitled to book up to four (4) £10 Tickets within the Super Priority Booking Period. £10 Tickets can only be purchased in person or over the telephone through Curve's Box Office or, for **Champions, Patrons** and members of the **Made at Curve Circle**, through Curve's Fundraising Team.

4.5 Nothing in these Supporters Scheme Terms and Conditions shall restrict or limit Curve's right to restrict Ticket sales to a maximum number per person or household and reserves the right to cancel any Tickets purchased in excess of this number (See Clause 3.1 of Curve's Terms and Conditions of Sale and Attendance).

5. RESERVE FIRST AND PAY LATER

5.1 Supporters are entitled to, where possible, reserve Tickets during the Super Priority Booking Period with no additional charges or deposit.

5.2 All Tickets reserved using the 'reserve first and pay later' option must be paid in full within four (4) weeks after the reservation is made. For performances with a start date shorter than four (4) weeks, 'reserve first and pay later' will not be available.

5.3 Only Tickets reserved through Curve's Box Office or Curve's Fundraising Team during the Super Priority Booking Period are eligible for the 'reserve first and pay later' option with no additional charges.

5.4 Tickets reserved using the 'reserve first and pay later' option will automatically apply and guarantee your Discounts as a Supporter if Discounts are available for the performance date and time selected (See Clause 3 of these Supporters Scheme Terms and Conditions relating to Ticket Discounts).

5.5 After the aforementioned four (4) weeks, reserved Tickets which have not been paid for will be automatically released for

sale and you will not be able to reserve them again under the 'reserve first and pay later' option.

6. SUPPORTERS SCHEME CARDS

6.1 Supporters Scheme cards are issued to all Supporters after the first Supporter Scheme payment in respect of that year's support.

6.2 You must produce your Supporters Scheme card or Temporary Card as proof of eligibility to redeem your 10% discount at Curve's Stage Door Bar and Green Room Café. Super Priority Booking Periods, Ticket Discounts and other Supporters Scheme Benefits will automatically apply when logged in online or when booking through Curve's Box Office or Curve's Fundraising Team.

6.3 To minimise Curve's impact on the environment, Supporters Scheme cards are issued and posted out once a month and might arrive at any time up to 6 weeks from the date of joining or renewal.

6.4 To obtain Curve's Green Room Café and Stage Door Bar discounts, you can also present an official email from Curve confirming your support as a Supporter, or visit Curve's Box Office in person to request a Temporary Card.

7. FOOD AND DRINK DISCOUNTS

7.1 Supporters are entitled to 10% discount at Curve's Stage Door Bar and Green Room Café. This excludes certain merchandise

and confectionery items including but not limited to ice cream, popcorn, production branded merchandise and programmes.

7.2 Food and drink discounts will only be given to the Supporter and on production of valid proof. Curve reserves the right to charge undiscounted prices should it be unsatisfied (acting reasonably) with any proof made available.

8. INVITATION TO EVENTS

8.1 From time to time, Supporters may be invited to attend private events at Curve.

8.2 Tickets are offered on a first-come, first-served basis. They are subject to availability and charges may apply.

8.3 For Curve's Season Preview events, Supporters will be invited in advance of Loyalty Pass holders and the general public to book up to two (2) Tickets within any advertised deadline.

9. AUTO RENEWAL VIA CREDIT / DEBIT CARD

9.1 You might choose auto renewal to renew your Supporter Scheme access, which means that your support to Curve is automatically renewed via credit / debit card upon or shortly before expiry of your current Supporter Scheme period.

9.2 To opt-in to auto renewal, valid credit or debit card payment details and a valid up-to-date email address must be saved within our booking system.

9.3 You can opt-in to auto renewal when you first join as a Supporter or at any time up to ten (10) calendar days before your current Supporter Scheme support expires.

9.4 Once opted in, your existing Supporter Scheme level will renew every year on the same terms (e.g. annual up-front payment in advance or monthly instalments) until the saved card is no longer valid and/or expires or you opt-out of auto renewal.

9.5 If you have opted in to auto renewal for annual up-front payments, you will be notified in advance about the upcoming renewal and you will have the opportunity to cancel auto renewal up to eight (8) calendar days before the current expiry date of your support. Cancellations made less than eight (8) days prior to the date when payment is scheduled to take place may not be processed prior to Curve attempting to take payment. We may attempt to take payment at any time seven (7) calendar days before the current expiry date of your support.

9.6 At the end of the current Supporter Scheme period, if payment cannot be taken after the first attempt, or the auto renewal option is cancelled, your Supporters Scheme Benefits will automatically expire at the end of the current period of your Supporter Scheme support, unless renewed manually via Curve's Box Office or Curve's Fundraising Team.

9.7 You can check your Supporter Scheme status at any time, including your opt-in to auto renewal, and access and/or amend your saved payment details via the following options:

- By visiting your Curve online account at **curveonline.co.uk/account**, including checking the 'Payment Cards' section of My Account;
- By contacting Curve's Box Office;
- By contacting Curve's Fundraising Team.

10. GIFT AID

10.1 As a Supporter you may choose to Gift Aid your donations.

10.2 Gift Aid is a government initiative which enables charities such as Curve to claim 25p tax for every £1 donated, at no extra cost to you. If you are a UK resident and taxpayer, you are eligible to give Gift Aid on donations made today, in the future and up to four (4) years ago.

10.3 The donations must be made from a personal bank or building society account and not come from the proceeds of a collection.

10.4 By opting in to Gift Aid, you declare that the donation is not more than four (4) times what you have paid in Income or Capital Gains tax during that tax year (6 April to 5 April the following year). It is your responsibility to inform Curve if you are no longer eligible to declare Gift Aid or about any tax years where you did not pay enough tax.

10.5 You can create, update or cancel your Gift Aid Declaration by contacting Curve's Fundraising Team or Curve's Box Office.

10.6 All Gift Aid from Supporters Scheme donations will be treated as unrestricted.

10.7 Members of our **Made at Curve Circle** can direct their donation toward a specific area or activity within Curve. Curve will have final approval of this choice. All Gift Aid from **Made at Curve Circle** donations will be treated as unrestricted, unless specified in advance by the Gift Aid holder.