

## Silver and Gold Membership Terms and Conditions

All benefits listed in Silver and Gold memberships are subject to availability and the following conditions:

- Memberships can only be refunded in the first 14 days after purchase. After 14 days, memberships are non-refundable.
- Arlington Arts Centre reserve the right to remove or change benefits at its own discretion.
- Any benefits relating to tickets, seats and priority access are on selected shows at the discretion of Arlington Arts Centre. This may change at times due to the contractual agreements between the venue and the performers, agents and management.
- Please contact the box office if you would like to use the ticket exchange benefit.
- Any money remaining from a ticket exchange, including booking fees, will be transferred to a credit voucher.
- Ticket Protection remains non-refundable
- All tickets purchased via membership benefits are subject to the Arlington Arts Centre ticketing terms and conditions.
- Your physical and digital membership token will contain the expiry date. Any attempts to tamper with the token and your membership benefits will be revoked.
- The 10% discount on the Arlington Arts Centre bar cannot be used with any other offer.
- A membership and any associated benefit is valid for 12 months. If you purchase a membership on 05<sup>th</sup> July 2026, your membership will expire on 04<sup>th</sup> July 2027.
- All associated benefits will be available from the day your purchase your membership and will expire on the same day as the membership expires. Once the membership has expired or been renewed, the benefit from the previous 12 months cannot be used.
- Arlington Arts Centre will contact members within the final 30 days of their membership to offer a renewal.
- You will not receive a new tote bag or physical token for renewals of memberships. If you lose your membership token please contact the box office.
- Any person is only entitled to one membership. All membership benefits cannot be transferred and can only be used the person named on the membership. You may be asked to provide proof of I.D.
- If you are unable to provide proof of membership or I.D when asked, your benefit will be denied.
- Arlington Arts Centre reserves the right to deny or cancel a membership at any time.

### **Activation**

- Once you have purchased your selected membership, you should receive an automated email within 24 hours with details of your membership and benefits. If you do not receive this email,

please email [boxoffice@arlingtonarts.co.uk](mailto:boxoffice@arlingtonarts.co.uk)

- Arlington Arts Centre will post your physical membership token and tote bag within 7 days of purchase. We will email you your digital membership token separately. If you would prefer to collect your token and tote bag, please email [boxoffice@arlingtonarts.co.uk](mailto:boxoffice@arlingtonarts.co.uk)

### **Data Protection**

Arlington Arts Centre will contact you via email to alert you of your membership activation, upcoming priority access and related benefits. Arlington Arts Centre is committed to ensuring that your privacy is protected. Your data will be stored securely and will only be used to provide information and services to you that you have agreed to. We will never share your data with a third party without your consent.

For more information please visit our [privacy policy](#).