



Thank you for joining our Friends Membership Scheme at Dorking Halls. For twelve months you are now able to take advantage of all the following benefits:

- Ticket discounts on a range of Live Shows and cinema screenings up to a maximum of 2 tickets for Individual and Senior Friends and 4 for Family Friends. Senior Membership is available for customers 65 years or older.
- Complimentary cinema tickets for any regular cinema screening in the Martineau, Masonic or Grand Hall Cinemas. Individual and Senior Friends will receive 4 complimentary tickets upon joining and renewal each year and Family Friends will receive 8 complimentary tickets.
- Automatic entry into monthly prize draws
- An emailed brochure in advance of general mailing
- 15% Discount on food & drink in the Café/Bar (inc. alcohol)
- No Postage Fees
- Extended ticket reservation period
- Priority Waiting List for sold out shows

TERMS AND CONDITIONS FOR FRIENDS MEMBERSHIP

The Friends Scheme is administered by Dorking Halls and applies only to events, performances and screenings presented by Dorking Halls. The scheme is subject to the following terms and conditions:

1. **Ticket discounts on a range of Live Shows.** At the time of programming shows, Dorking Halls will endeavour to offer a Friends discount on as many live shows as authorised by the Artists' Management Companies. The final decision whether to offer a Friends discount rests with the Management Company, not Dorking Halls. The Friends discount cannot be used in conjunction with any other offer or discount. Friends can book up to a maximum of two tickets per show for Individual and Senior Members and a maximum of 4 tickets for a Family membership subject to availability.

2. Dorking Halls Individual Friends and Senior Friends will receive **four complimentary tickets for the cinema**, and **eight complementary tickets** for a Family membership which can be exchanged for tickets to any film screening promoted by Dorking Halls – subject to availability. Vouchers are valid for adults or any concession and for either 2D or 3D films.

Complimentary tickets can be redeemed online, by phone or in person at the Box Office. Eligible complimentary tickets will be applied automatically to your order when booking online. If you would prefer not to use your complimentary tickets, please contact the Box Office in person or by phone.

3. **Extended Ticket Reservation Period.** The standard ticket reservation period is three days or half an hour before the show begins, whichever is the sooner. Friends will be given a reservation period of five days instead of three. Please note that tickets not paid for within the reservation period will be put back on sale.

4. Friends will be entitled to a **15% discount on food and drink in the Café/Bar including alcohol.** To obtain the discount the Friend will need to show their membership card and will apply to the cardholder and the number of guests valid for their membership type (1 guest for Individual/Senior Friends and 3 guests for Family Friends) The amount of discount may be subject to alteration without prior notice. Friends and their guests must show valid I.D. upon request when purchasing alcoholic beverages.

5. Friends now have an **Exclusive Cinema Price** which offers discounts on visits to the Cinema. The Friends discount cannot be used in conjunction with any other offer or discount. Friends can book up to a maximum of two tickets per screening for Individual & Senior Friends and up four tickets per screening for Family Friends (*subject to availability*).

6. Dorking Halls **postage fee** is currently 50p per transaction. Friends will however incur no postage fees on items being despatched by mail. Please note that it is Dorking Halls policy not to post out cinema tickets or tickets for events where there is no allocated seating.

7. Automatic Entry into **monthly Friends Scheme Prize Draws**. Prizes include free show, film or event tickets pre-selected by Dorking Halls. From time to time other special prizes may be offered. Members will be notified of such special draws as and when they arise.

8. Dorking Halls Friends will sometimes be the first to find out about forthcoming events and will gain access to an online version of the brochure in advance of the general postage release date.

Not every show we feature appears in the Dorking Halls brochure, and many of the more popular shows go on sale via the Artiste's own website or fan clubs a few days before it is made available to the general public. Please note therefore that the decision as to when to put a show on sale rests solely with the Show's Promoter and not Dorking Halls. However, as far as possible, Dorking Halls will endeavour to alert Friends with news of any forthcoming shows prior to their going on general sale.

9. The **cost of being a Friend of Dorking Halls is £28 for an Individual, £23 for a Senior (aged 65) and £50 for a Family for twelve months** from the date of joining. The membership cannot be refunded and is not transferable. The named Friend on the Dorking Halls Box Office system must purchase all tickets booked. The Friends discounts apply only to the named Friend and one other person.

10. After twelve months your Friends membership will **not be automatically renewed**. A reminder email or letter will be sent by Dorking Halls approximately one month prior to expiry and you will then be invited to renew your membership by phone or in person.

11. On joining Friends will receive a personal Membership Card with their "valid until" date and Membership type. This card is the responsibility of the Friend and loss and subsequent reissue incurs a cost of £2.00 for each card issued.

**Please note that all fees and discounts quoted are correct at the time of going to print, and it is the Friend named on our Box Office system + 1 other, who will receive the discounts. Dorking Halls reserves the right to make reasonable changes to the advertised programme and Friends Scheme. Errors and omissions excepted.*

We hope that you will thoroughly enjoy being a Friend of Dorking Halls and look forward to welcoming you again soon.

Keith Garrow
General Manager

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