

The Greenhouse Friendship Scheme Terms and Conditions

These terms and conditions relate to any The Greenhouse membership purchased or renewed on or after 9th November 2020.

1. Duration

- a. 'Leaf', 'Branch' 'Tree', 'Thicket' and 'Forest' memberships require an annual payment. Memberships last one year from the date of purchase.
- b. You can renew or upgrade your membership at any time during that year by contacting The Greenhouse on sarah[at]thegreenhousetheatre[dot]com
- c. 'Seed' Membership is a one-off payment and is available to anyone aged 16 to 25 years old. This membership will expire on the named member's 26th birthday.
- d. 'Little Sprouts' Membership is a one-off payment and is available to anyone aged 0 to 15 years old. This membership will expire on the named member's 16th birthday.

2. Usage

- a. Each membership purchased is for individual use only and is not intended for businesses or organisations.
- b. Purchased memberships are non-transferable and can only be used by the name to which it is registered with.
- c. Breach of this term may result in your membership being terminated without refund.

3. Benefits

- a. As a member, you are entitled to the benefits listed on the Become a Friend page. You will receive all the benefits from your chose package, plus all the benefits in those packages of a lesser monetary value to your purchase (excluding Little Sprout and Seed memberships).
- b. To be eligible for the relevant member's discount, tickets must be bought in the individual member's name.
- c. Any benefits left unclaimed in a year of membership cannot be 'rolled over' to the next year of membership.

4. Friendship Changes

- a. The Greenhouse reserves the right to make changes to the Membership benefits. We will notify you of any significant changes in advance and you may then contact us to cancel your membership before these changes take effect.
- b. If you choose to cancel your membership, you will be partially refunded, based on how much of your membership year is remaining. E.g. if you have 6 months remaining, you will receive a 50% refund.
- c. The Greenhouse reserves the right to change membership fee amounts although any such change will not come into effect until the expiry of your current subscription term.

5. Conditions of Refunds
 - a. If you change your mind about a membership, you can cancel within 14 days of purchase for a full refund. To request a refund, you must notify us in writing.
 - b. After 14 days, the membership is non-refundable, other than by the process specified in section 4.b.

6. Donations
 - a. One-off donations do not include any benefits and do not qualify as an annual membership. If you would like to convert your donation to a membership, please contact The Greenhouse at the email above to arrange this.

7. Data Protection and Privacy
 - a. The Greenhouse is committed to protecting your personal information and will manage it respectfully and responsibly in accordance with all data protection laws.
 - b. If your contact details change, please notify The Greenhouse via sarah[at]thegreenhousetheatre[dot]com to ensure you receive all relevant information.

8. What We Expect From Our Friends
 - a. All visitors of The Greenhouse are expected to behave appropriately and treat our staff, casts and creatives, and building with respect and kindness.
 - b. Any behaviour considered threatening or otherwise inappropriate towards our staff or property will result in your membership being terminated without refund.
 - c. The Greenhouse reserves the right to revoke a membership for any reason it deems appropriate. Such revoked memberships will be entitled to a partial refund as specified in section 4.b.

9. We reserve the right to amend these Terms & Conditions at any time.