



This version

Dated 26th March 2025

SHAKESPEARE NORTH PLAYHOUSE

SUPPORTER'S SCHEME TERMS & CONDITIONS

1. Definitions

Supporter Subscription means your participation in any of the Shakespeare North Playhouse's supporter scheme packages which include Friend, Best Friend, Silver Patron, Gold Patron, and Platinum Patron. A complete list of current Supporter benefits is [available on our website](#).

Shakespeare North Playhouse (SNP) means the Shakespeare North Trust, whose registered office and principal trading address is Prospero Place, Prescot, Knowsley, Lancashire, L34 3AB (company registration number 5923469. Registered charity number 1120641).

You means the person whose name is registered to the individual membership. In the case of a Gift Subscription this person is NOT the payee.

Terms means these terms and conditions (as may be updated periodically by Shakespeare North Playhouse).

2. Supportership

2.1. When you become a Supporter, you agree to abide by these terms.

Shakespeare North Playhouse may accept or reject applications at our discretion. Once accepted, a legally binding agreement will exist between you

and us (or between us and the person in receipt of a Gift Membership) until the subscription is cancelled. Please check you have applied for the most appropriate Supporter package.

- 2.2. We will provide you with the benefits listed in the supporter pack and on the website based on your supporter level. We reserve the right to change or withdraw any of the Benefit(s) at our discretion and we will provide notice within the best of our ability.
- 2.3. All Supporter Benefits, including tickets for productions, are subject to availability. Being a Supporter does not guarantee access to tickets, which are sold subject to our ticket sales terms.
- 2.4. Benefits expire automatically if your Supporter subscription expires or terminates.
- 2.5. All Supporter subscriptions consist of a charitable donation and the value of the cost of providing the Benefits to you. The donation portion supports our charitable work and qualifies for Gift Aid. The Benefits can be purchased separately by contacting support.us@shakespearenorthplayhouse.co.uk at the current rate of 20%.
- 2.6. The value of the benefits and the donation element for each of the Supporter levels have been calculated as follows:

	Membership Level	Payment Tier	Benefit/Donation Split
2.6.1	Friend	£50	Benefit £31 / Donation £19
2.6.2	Best Friend	£100	Benefit £43 / Donation £57
2.6.3	Silver Patron	£300	Benefit £43 / Donation £257
2.6.4	Gold Patron	£600	Benefit £43 / Donation £557
2.6.5	Platinum Patron	£1,000	Benefit £89 / Donation £911

3. Gift Aid

- 3.1. The donation element of the Supporter subscription fee is eligible for Gift Aid and can be included in self-assessment tax returns. The amounts eligible for gift aid are shown in section 2.6 above.
- 3.2. Subscriptions purchased as a gift for someone else are not eligible for Gift Aid and cannot be included in self-assessment tax returns.
- 3.3. Gift Aid can only be claimed on the Supporter donations when we have a valid Gift Aid declaration on file.
- 3.4. To be eligible for Gift Aid you must be a UK taxpayer and have paid at least the same amount of UK income tax or capital gains tax as we (and any other charitable donations for which you claim relief) would reclaim on your donation.

4. Validity

- 4.1. You must provide a valid email address in addition to valid banking and identification details to access all relevant Supporter benefits and communications.
- 4.2. All Supporter Subscriptions are valid from the date of purchase (in the case of a Gift Subscription, the date of delivery). Extensions, credits and refunds are only granted in exceptional circumstances at our discretion.
- 4.3. Your Supporter Subscription is for personal use only and is non-transferable. A Subscription cannot be resold or exchanged for cash.
- 4.4. We may cancel any Supporter Subscriptions purchased for or on behalf of an organisation, or if you are in breach of any of these Terms or our ticket sale terms.
- 4.5. Gift Subscription vouchers can be activated within 12 months of the date of issue as stated on the voucher. Once activated, Gift Subscriptions are valid for the duration of the membership, or in the case of auto renewal, until the payment is cancelled.
- 4.6. In the case of the monthly option, should payment fail or be withdrawn, the membership will be valid until the completion of the last month that was paid in full.

5. Cancellation

- 5.1. You have the right to cancel your Subscription for any reason (and receive a refund) if you purchased your Subscription online or by phone within 14 days of our acceptance of your Supporter application or renewal. You must inform us if you wish to cancel your Support by emailing support.us@shakespearenorthplayhouse.co.uk.
- 5.2. If you have obtained any tickets during the cancellation period, you must pay the difference between the full price and the Subscription discounted rate for those tickets.
- 5.3. We will refund you the relevant Supporter fee (less any ticket fees) as soon as reasonably possible.
- 5.4. You cannot cancel a Supporter Subscription purchased at our venue or for any redeemed Gift subscription

6. Renewal

- 6.1. If you have chosen the Auto Renew option when purchasing your subscription, it will continue to renew until you cancel the payment. If you have not chosen to pay for your Subscription using the auto renew direct debit, you will need to arrange for your payment to renew online, or via the box office. If payment is not received, your Support will be cancelled and not renewed.
- 6.2. If you choose to pay by annual or monthly Continuous Authority, you agree that your Support will automatically renew without further notice at the then-prevailing rate. Your account will be debited in the last week of the month that the payment is due. You will be notified of our intention to debit your account in advance of the due date.
- 6.3. We reserve the right to increase the price of your Supporter Subscription on an annual basis. We will give you at least 10 working days' notice of the change.
- 6.4. Once granted, your continuous authority remains in force until you cancel in writing by sending an email to support.us@shakespearenorthplayhouse.co.uk We may terminate your Support if payment cannot be taken as instructed.
- 6.5. You may decide to cancel any renewal by giving us notice at any time before renewal, or within 14 days of the renewal if the circumstances in section 5 allow.

7. Data Protection

- 7.1. For us to provide the Supporter Benefits, you must provide us with your personal information (or that of the recipient of a Gift Subscription). We will collect, hold and process your personal data in accordance with our Privacy Policy which can be found in full on our [website](#).
- 7.2. If you are purchasing a Gift Subscription, it is with the understanding that you can guarantee consent from the gift recipient to provide their personal data to us.

8. Ticket Discounts

- 8.1. You can use your ticket discount on a maximum of 4 tickets per show or event and a total of 12 tickets across a 12-month period.
- 8.2. If you do not use your ticket discount within the 12-month period, it cannot be rolled over.