

# LYRIC<sup>+</sup>

## MEMBERSHIP

### Lyric+ Member Redemption Instructions

Please note all Ensemble benefits are redeemed electronically, therefore Ensemble Members are not issued membership cards.

#### **PRIORITY BOOKING (ALL TIERS):**

You will receive priority booking for ALL shows going on sale at the Lyric Theatre. During this period you will be able to book any seat in the auditorium.

Notification of priority booking will be sent out via email. You will need to log in to our website using the email your membership is registered with. You will then be able to select and purchase your tickets as normal.

Once priority booking period has ended, members can still book all available seats unless they are sold. Any difficulties booking seats after priority booking has ended, contact our Box Office team who will be happy to help – email [boxoffice@lyrictheatre.co.uk](mailto:boxoffice@lyrictheatre.co.uk) or calling 028 9038 1081.

#### **2-FOR-1 DURING PREVIEWS AND FIRST NIGHTS (ALL TIERS):**

Information about eligible nights will appear in the membership section on each event page. Redeem your 2-for-1 tickets by logging in to your account on the Lyric website, select the tickets for the eligible performance and continue to checkout. All discount will be automatically applied.

## IDENTIFYING ELIGIBLE SHOWS (ALL TIERS):

A list of all the shows that membership benefits can be redeemed under is available at [Lyric+ Memberships](#)

You can also view at a glance on our [What's On](#) Page and looking out for the 'Lyric+ Member Discounts' Badge on the right-hand side banner on each event page.

## DISCOUNTS AND OFFERS

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### Lyric+ Discounts

2-for-1 on Previews (21 - 22 Oct)\*

10% Discount on Tuesday and Wednesday performances\*

\*Subject to Membership Tier and T&Cs.

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## 10% DISCOUNT ON TUESDAY AND WEDNESDAY PERFORMANCES (PLAYERS, PRINCIPALS AND DIRECTOR'S CIRCLE TIER):

Information about eligible nights will appear in the membership section on each event page. Redeem your Discount by logging in to your account on the Lyric website, select the tickets for the eligible performance and continue to checkout. All discount will be automatically applied.

## MEMBERSHIP CARDS (PLAYERS, PRINCIPALS AND DIRECTOR'S CIRCLE TIER):

Membership Cards are posted out to the address on the account where the membership was purchased. If you do not receive your membership card within 3 weeks of registering for a membership, please contact [development@lyrictheatre.co.uk](mailto:development@lyrictheatre.co.uk). Please note Membership Cards are issued to Players, Principals and Director's Circle Tiers.

## 15% DISCOUNT ON CAFÉ BAR (PLAYERS, PRINCIPALS AND DIRECTOR'S CIRCLE TIER):

Discount can be redeemed on purchases made at the Café Bar by showing your membership card along with proof of ID. Please see the Terms and Conditions regarding items applicable to the discount.

### **ACKNOWLEDGEMENT ON OUR WEBSITE (PRINCIPALS AND DIRECTOR'S CIRCLE TIER):**

We will contact you directly regarding your acknowledgement. This will be via email and to the address on the account where the membership was purchased. Please check spam/junk folder if you have not heard from us.

### **FREE PLAY SCRIPT (PRINCIPALS AND DIRECTOR'S CIRCLE TIER):**

We will contact you directly regarding your Playscript. This will be via email and to the address on the account where the membership was purchased. Please check spam/junk folder if you have not heard from us. If we have not heard from you within 2 weeks of contact, we will post out the Playscript to the address on the account where the membership was purchased.

### **MEMBER EVENTS (PRINCIPALS AND DIRECTOR'S CIRCLE TIER):**

We will contact you directly regarding member events. This will be via email and to the address on the account where the membership was purchased.

### **NAMED SEAT IN THE NAUGHTON STUDIO (DIRECTOR'S CIRCLE TIER):**

We will contact you directly regarding your Named Seat. This will be via email and to the address on the account where the membership was purchased. Please check spam/junk folder if you have not heard from us.

If you have any queries about your membership please do not hesitate to contact our Box Office Team- [boxoffice@lyrictheatre.co.uk](mailto:boxoffice@lyrictheatre.co.uk)

# LYRIC

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### LYRIC THEATRE MEMBERSHIP SCHEME T&C'S

In purchasing or accepting a membership with the Lyric Theatre the customer accepts the following terms and conditions of sale:

#### DEFINITIONS

Membership means any of the Lyric Theatre's membership packages which include Students, Artists and Community Groups, Ensemble, Players, Principals and Directors Circle.

'Lyric Theatre and 'the Lyric' (and 'we', 'our', 'ours' and 'us') refers to the Lyric Theatre (NI) Ltd, registered charity number 100173, 55 Ridgeway Street Belfast BT9 5FB

Terms means The Lyric Theatre Terms and Conditions as set out in this document.

#### MEMBERSHIP BENEFITS

- As a member you are entitled to the benefits listed on the relevant [Membership](#) page of the Lyric's website. All Membership Benefits are subject to availability and to these Conditions.
- The Lyric reserves the right to amend or withdraw any or all Benefit(s) offered to you at our discretion.
- Membership does not guarantee access to tickets in the event that tickets are sold out in accordance with our [Terms and Conditions](#) of Sale. Any purchase of tickets by Members and/or use of Membership Benefits is subject to these Conditions in full.
- Membership benefits are for the personal use of the Member(s) only. Benefits, including priority booking, events and invitations are not transferable.
- Priority booking will be available for upcoming shows before tickets go on sale to the general public. Notification will be supplied via email at the beginning of the priority- booking period. In some instances, priority booking periods will not apply.

- Priority booking is available to all membership tiers for productions that are released on priority sale during their membership period.
- All Discounts are applicable to B & C ticket price only.
- 2 for 1 tickets are applicable to selected Main Stage preview shows OR first nights only – details available on the website to which shows this applies to.
- 10% discount is available for Tuesday and Wednesday performances for selected shows – details available on the website for which shows this applies to.
- 2 for 1 offers or 10% discount applies to 2 tickets per show on selected productions (unlimited productions for Players, Principals and Director's Circle membership, or four productions for Ensemble membership).
- Only 1 discount will be applied per basket. Spektrix will automatically apply the best discount.
- Discounts, including but not limited to 10% midweek performances and 2-for-1, may only be redeemed on performances that occur during membership term dates. If you wish to avail of these discounts for a performance that falls outside of your membership period, your membership must be renewed. You can renew in advance and your new membership will not commence until your current membership has expired.
- 15% café bar discount is applicable to beverages only. Excludes all food and kiosk items.
- You will be invited to the member event during the year. If you are unable to make this date we may not be able to offer an alternative.
- When redeeming benefits, you will be asked for proof of membership and proof of ID.

## **MEMBERSHIP PERIOD**

- Lyric memberships are valid for one year, and will expire one year after the purchase.
- You will be issued with a membership card from level Players and above, which will carry your name and expiry date. This will be required when redeeming benefits.
- Following renewal of your membership, this card will be reissued and the previous card will no longer be valid.
- There is a £2 fee to replace lost cards.
- If payment cannot be taken after attempted, or the auto-renewal is cancelled, your membership benefits will expire at the end of the membership period.
- If you don't want to renew your membership, you must cancel the automatic renewal before the membership expiry date.
- There is a 7 day cooling off period after the purchase/renewal of your membership during which you can cancel your membership for a full refund under the condition that no benefits have been used.
- Upgrading or downgrading a Lyric+ membership is only possible within the 7 day cooling off period. After this time, upgrading/downgrading of your membership tier will not be possible. Downgrading from a membership within the 7 day cooling off period will only be possible on the condition that none of the benefits have been used.

## PAYMENT AND PRICING

- Memberships are paid on an annual basis, in advance cannot be paid for on a monthly basis.
- Memberships are non-refundable and non-transferable. A Membership cannot be resold or exchanged for cash.
- Ensemble, Players, Principals and Director's Circle memberships can be set to auto-renew at time of purchase.
- We reserve the right to change Membership fee amounts although any such change to fees will not come into effect until the expiry of your current subscription term.
- All memberships can be purchased by credit or debit card and cash.

## DATA PROTECTION

- The Lyric Theatre conforms to the Data Protection Act 1998.
- You must ensure that your personal information is accurate and complete. It is your responsibility to inform the Lyric of any changes to your personal information. If you are purchasing a Gift Membership, it is your responsibility to ensure that the personal information of the recipient is accurate and complete.
- We will use your personal information to provide you with all information, benefits and services specific in your Membership. By purchasing a Membership, you consent to the Lyric using your personal information in order to administer the benefits and privileges you have purchased from us.
- Personal information is stored on the ticketing software Spektrix. Full details of the Spektrix privacy policy can be found [here](#).
- Full details of the Lyric Theatres Privacy Policy can be found [here](#).