

QUAD Membership terms and conditions



1. Becoming a Member

- 1.1. The QUAD Donors, Friends and Membership schemes are open to all customers
- 1.2. All membership schemes have an annual fee attached.
- 1.3. QUAD Membership costs £35.00 for a Single Membership and £55.00 for a Joint Membership per year
- 1.4. Joint Membership is available to two people living at the same address.
- 1.5. QUAD Friends scheme costs £95 per year
- 1.6. QUAD Donors scheme costs £250 per year
- 1.7. All Donors, Friends and Members are required to provide their first and last names, postal address, email address and telephone number at the time of joining.

2. Single and Joint Membership Benefits

- 2.1. Membership benefits and discounts are available to the QUAD Member only. Guests and companions of the Member do not receive the membership benefits. Currents benefits of the QUAD Membership scheme are:
 - Two FREE cinema tickets (four for joint membership)*
 - Discounts on cinema tickets*
 - Discounts off selected retail items*
 - 10% discount in QUAD Café Bar*
 - 5% off public evening classes at QUAD*
 - QUADpoints loyalty scheme on all purchases at box office and online*
 - QUAD Mondays – all Member tickets for standard screenings on a Monday are £5*
 - Members Gallery Events*
 - Postal delivery of our monthly brochure*
 - Regular newsletter including exclusive monthly members offers and competitions and updates on QUAD's charitable work*
 - Advance sales for special events and live theatre screenings*
 - FREE QUAD Cine Kids Club membership (worth £12)*
- 2.2. QUAD reserves the right to remove or amend any of the benefits or discounts included in the membership scheme without notice.
- 2.3. QUAD membership is non-refundable and non-transferable.
- 2.4. All benefits listed above last for the duration of the membership only.
- 2.5. The vouchers free cinema tickets issued as part of the membership can only be used for standard price cinema screenings
- 2.6. Free cinema tickets can only be claimed on production of the free cinema voucher at QUAD Box Office. Lost vouchers will not be replaced.
- 2.7. To receive the brochure and communications from QUAD, permissions on your customer record must be set to allow us to contact you. You can change these settings by logging into your online account or contacting QUAD Box Office on 01332 290606.
- 2.8. Advance sale periods for special events and NT Live screenings will vary in length depending on the distributor contract agreements and requirements of each event
- 2.9. Members will be notified of advance sales periods via email. Please ensure that we have a current email address and permission on your membership record to enable us to contact you.
- 2.10. Members are entitled to buy one Member Companion ticket for a non-member during the advance sales period.
- 2.11. Member companion tickets are charged at the standard ticket price and will incur a £1 admin fee.

3. QUAD Friends

- 3.1. The QUAD Friends scheme is for individuals only. The scheme does not have an option for joint membership.
- 3.2. The full price for the QUAD Friends scheme is £95.
- 3.3. Joining/renewing onto the Friends scheme is non-refundable and non-transferable.
- 3.4. The benefits of the Friends scheme are:
 - Six FREE cinema tickets*
 - Discounts on cinema tickets*
 - Discounts off selected retail items*
 - 10% discount in QUAD Café Bar*
 - 5% off public evening classes at QUAD*
 - QUADpoints loyalty scheme on all purchases at box office and online*

QUAD Mondays – all Member tickets for standard screenings on a Monday are £5

Members Gallery Events

Postal delivery of our monthly brochure

Regular newsletter, exclusive monthly members offers and competitions and updates on QUAD's charitable work

Advance sales period and seat reservations in your chosen seat for all special events and live theatre screenings for the duration of the advance sales period

FREE QUAD Cine Kids Club membership (worth £12)

- 3.5. Benefits and discounts are available to the QUAD Friend only. Guests or companions of the Friend do not receive the membership benefits.
- 3.6. QUAD reserves the right to remove or amend any of the benefits or discounts included in the Friends scheme without notice.
- 3.7. All benefits listed above last for the duration of the membership only.
- 3.8. The vouchers free cinema tickets issued as part of the membership can only be used for standard price cinema screenings
- 3.9. Free cinema tickets can only be claimed on production of the free cinema voucher at QUAD Box Office. Lost vouchers will not be replaced.
- 3.10. Advance sale periods for special events and NT Live screenings will vary in length depending on the distributor contract agreements and requirements of each event
- 3.11. Friends will be notified of advance sales periods via email. Please ensure that we have a current email address and permission on your membership record to enable us to contact you.
- 3.12. To receive the brochure and communications from QUAD, permissions on your customer record must be set to allow us to contact you. You can change these settings by logging into your online account or contacting QUAD Box Office on 01332 290606.

4. QUAD Donors

- 4.1. The QUAD Donors scheme is for individuals only. The scheme does not have an option for joint membership.
- 4.2. The full price for the QUAD Donors scheme is £250.
- 4.3. If you are an existing QUAD Single Member you can upgrade your membership to become a Donor of QUAD and we will deduct the remaining pro-rata amount of your current membership from the £250 cost. The Donor membership will begin on the date of the upgrade and run for one year from this date.
- 4.4. The price of the QUAD Donors membership is collected as a charitable donation to QUAD.
- 4.5. This enables us to claim gift aid at no extra cost to you provided you have paid at least £62.50 in UK Income Tax and/or Capital Gains Tax for the year of the membership. If you also donate and gift aid to other charities the grand total that all of those charities claim in gift aid during the year must not exceed the amount of UK Income Tax and/or Capital Gains Tax for the year of donations. Other taxes such as Council Tax and VAT do not qualify.
- 4.6. All donations and gift aid will be invested directly into the charitable community work of QUAD.
- 4.7. Joining/renewing onto the Donors scheme is non-refundable and non-transferable.
- 4.8. The benefits of the Donors scheme are
 - Two FREE cinema tickets*
 - Discounts on cinema tickets*
 - Discounts off selected retail items*
 - 10% discount in QUAD Café Bar*
 - 5% off public evening classes at QUAD*
 - QUADpoints loyalty scheme on all purchases at box office and online*
 - QUAD Mondays – all Member tickets for standard screenings on a Monday are £5*
 - Members Gallery Events*
 - Postal delivery of our monthly brochure*
 - Regular newsletter, exclusive monthly members offers and competitions and updates on QUAD's charitable work*
 - Seat reservations in your chosen seat for all special events and live theatre screenings until 2 weeks before the event*
 - FREE QUAD Cine Kids Club membership (worth £12)*
 - Annual lunch with QUAD's CEO*
 - Direct communication with QUAD's CEO*
 - Invites to VIP events*
 - Acknowledgement on our website as a Donor of QUAD*
 - Acknowledgement in QUAD on our Donors and Sponsors wall*
- 4.9. Benefits and discounts are available to the QUAD Donor only. Guests or companions of the Donor do not receive the membership benefits.
- 4.10. All benefits listed above last for the duration of the membership only.
- 4.11. The vouchers free cinema tickets issued as part of the membership can only be used for standard price cinema screenings

- 4.12. Free cinema tickets can only be claimed on production of the free cinema voucher at QUAD Box Office. Lost vouchers will not be replaced.
- 4.13. Advance sale periods for special events and NT Live screenings will vary in length depending on the distributor contract agreements and requirements of each event
- 4.14. Donors will be notified of advance sales periods via email. Please ensure that we have a current email address and permission on your membership record to enable us to contact you.
- 4.15. Please advise QUAD if you do not want your name to be included on the website or Friends wall.
- 4.16. QUAD reserves the right to remove or amend any of the benefits or discounts included in the Donors scheme without notice.
- 4.17. To receive the brochure and communications from QUAD, permissions on your customer record must be set to allow us to contact you. You can change these settings by logging into your online account or contacting QUAD Box Office on 01332 290606.

5. Priority Seat Reservations for QUAD Donors and Friends

- 5.1. Priority seats for live events should be chosen at the time of joining the Donors or Friends scheme.
- 5.2. All seats available for selection as your priority seat will be identified to you at the time of selection. You should choose two adjacent seats as your priority seats.
- 5.3. Priority seats will be held for you for events chosen by QUAD. QUAD reserves sole discretion on selection of the special events for which priority seats are reserved.
- 5.4. Priority seats will only be reserved for events with reserved seating plans.
- 5.5. Priority seats for an event will be reserved on your customer record before the event goes on sale to other Members in the advance sales period.
- 5.6. Advance sale periods for special events and NT Live screenings will vary in length depending on the contract agreements and requirements of each event.
- 5.7. Priority seats will be reserved for the duration of the advance sales period only for Friends. Donors priority seats will be held until one week before the date of the event.
- 5.8. Donors and Friends will be notified of reservations and advance sales periods via email. You must ensure that we have a current email address on your membership record to enable us to contact you.
- 5.9. This email will detail the date by which you need to confirm and pay for your tickets.
- 5.10. Any priority seats which are not paid for by 9pm on the date indicated on the email to you will be released for general sale. QUAD will not contact you to advise you that they have been released.
- 5.11. Donors and Friends are not entitled to claim priority seats after they have been released for general sale if they have been sold to another customer.
- 5.12. Donors and Friends are entitled to buy one Member Companion ticket for a non-member during the advance sales period to occupy the adjacent seat as part of the priority seat pair chosen at the time of joining the scheme.
- 5.13. Member companion tickets are charged at the standard ticket price. There are no additional admin fees attached to Member Companion tickets for Donors or Friends.

For all terms and conditions detailed past this point, unless specifically referenced, QUAD Donors and Friends will be referred to and included in the category of QUAD Members.

6. QUAD Member Cards

- 6.1. QUAD Members will be issued with a membership card on joining which should be produced to receive all discounts available on the scheme.
- 6.2. The membership card will be renewed and updated each year on renewal of your QUAD membership.
- 6.3. QUAD membership cards are issued by and remain the property of QUAD Ltd.
- 6.4. QUAD retains the right to withdraw the membership card at any time

7. QUADpoints

- 7.1. QUADpoints are a benefit for QUAD Members only and as such only individuals who have paid for and signed up for these schemes are eligible to earn QUADpoints.
- 7.2. QUAD retains the right to alter, amend or terminate the QUADpoints scheme without notice.
- 7.3. To earn or redeem QUADpoints at QUAD box office, your QUAD Membership card must be presented at the time of the transaction.
- 7.4. To earn QUADpoints when purchasing tickets via the QUAD website you must login using the email address registered on your customer record before you start your transaction.
- 7.5. QUAD reserves the right to vary the QUADpoints issued on qualifying purchases.
- 7.6. QUADpoints cannot be used for the purchase on which the QUADpoints have been awarded.

- 7.7. QUADpoints will only be added at the time of purchase or may be added later at QUAD's discretion.
- 7.8. Where refunds are applicable and at the discretion of QUAD, QUADpoints will be re-credited to your QUAD Membership card instead of a cash refund.
- 7.9. Any product or event may be excluded from the QUADpoints scheme at the discretion of QUAD.
- 7.10. You must spend at least £1 in a single transaction for the transaction to qualify for QUADpoints.
- 7.11. You will earn 1 QUADpoint for every 25p that you spend (based on a minimum spend of £1)
- 7.12. You do not qualify to earn QUADpoints on purchases that you pay for with QUADpoints.
- 7.13. QUADpoints cannot be redeemed retrospectively on purchases already paid for via another payment method.
- 7.14. QUADpoints can only be exchanged for cinema tickets or other items selected to be included in the scheme.
- 7.15. 1 QUADpoint is worth 1 penny to spend on events included in the scheme.
- 7.16. QUADpoints have no monetary value.
- 7.17. QUAD Members and QUAD Donors are still eligible for the membership discount on tickets which they are purchasing using QUADpoints.
- 7.18. The QUADpoints scheme does not allow QUADpoints to be used as part payment. The full number of QUADpoints is required to complete the transaction and these will be deducted from the total on your card.
- 7.19. All QUADpoints will expire and become invalid on expiration of your QUAD membership. To retain the QUADpoints you have earned, you must renew your membership before the stated expiry date.
- 7.20. QUADpoints earned on a Joint Membership may be redeemed by either of the named individuals on that membership at any time without the permission of the other joint member.

8. Renewals

- 8.1. Your QUAD membership card will display the month your membership will expire
- 8.2. Your membership will expire on the last day of the month displayed as the expiry date on your membership card
- 8.3. To retain all of your membership benefits you must renew on or before this date.
- 8.4. Renewals will extend your membership for one year from the date of the renewal payment. We therefore recommend that you only renew your membership in the month it is due to expire to ensure you receive the full duration of your membership e.g. if your membership is due to expire in April in the first year and you renew in March, your membership will expire in March the following year.

9. Membership fees and payments

- 9.1. All single and joint QUAD memberships must be paid for on the date of joining to activate the membership
- 9.2. Single and joint QUAD memberships must be paid as one full payment via cash, debit card or credit card at the time of joining. QUAD does not accept payments by cheque.
- 9.3. Membership renewal will only be activated on receipt of payment for the renewal
- 9.4. Renewals of single and joint memberships may be paid for by cash, debit card, credit card or via direct debit as an annual payment in full
- 9.5. Direct debit forms can be obtained from QUAD reception
- 9.6. Direct debit forms must be received by 15th of the month before your membership is due for renewal e.g. members wanting to renew a membership in April must submit their direct debit form by 15th March in order for it to be processed
- 9.7. Direct debit payments for ongoing renewals will be taken at the beginning of the month of which the membership is due to expire.
- 9.8. All direct debit payments will be taken by 15th of the month in which they are due
- 9.9. All cancellation of direct debits must be received in writing to beckyc@derbyquad.co.uk or Becky Caffrey, QUAD, Market Place, Derby, DE1 3AS by the last day of the month before the direct debit is due. e.g. if your direct debit is due to be taken at the beginning of February, we must have received notice of cancellation by 31st January.
- 9.10. Direct debit payments can be used for joining and/or renewing as a member of the Friends or Donors scheme
- 9.11. Donors and Friends can choose to pay membership fees as one full annual payment or by spreading the cost into 12 monthly payments.
- 9.12. The first direct debit payment for one off annual payments will be taken the month after joining and submitting a direct debit agreement.
- 9.13. Renewal direct debit payments will be taken at the beginning of the month of which the membership is due to expire.
- 9.14. A deposit (detailed below) must be paid by cash, debit card or credit card on the joining date for all new Friends and Donors wanting to pay by monthly direct debit.
- 9.15. For monthly payments the following payment schemes apply:

QUAD Friends monthly direct debit payment scheme

ON JOINING DAY in cash, debit card or credit card	£15.98
Next month	£0
Month 3 (between 1 st and 15 th of the month)	£7.99
Month 4 (between 1 st and 15 th of the month)	£7.99
Month 5 (between 1 st and 15 th of the month)	£7.99
Month 6 (between 1 st and 15 th of the month)	£7.99
Month 7 (between 1 st and 15 th of the month)	£7.99
Month 8 (between 1 st and 15 th of the month)	£7.99
Month 9 (between 1 st and 15 th of the month)	£7.99
Month 10 (between 1 st and 15 th of the month)	£7.99
Month 11 (between 1 st and 15 th of the month)	£7.99
Month 12 (between 1 st and 15 th of the month)	£7.99
TOTAL	£95.88
Month 13 and ongoing (between 1 st and 15 th of the month)	£7.99

QUAD Donors monthly direct debit payment scheme

ON JOINING DAY in cash, debit card or credit card	£50
Next month	£0
Month 3 (between 1 st and 15 th of the month)	£20
Month 4 (between 1 st and 15 th of the month)	£20
Month 5 (between 1 st and 15 th of the month)	£20
Month 6 (between 1 st and 15 th of the month)	£20
Month 7 (between 1 st and 15 th of the month)	£20
Month 8 (between 1 st and 15 th of the month)	£20
Month 9 (between 1 st and 15 th of the month)	£20
Month 10 (between 1 st and 15 th of the month)	£20
Month 11 (between 1 st and 15 th of the month)	£20
Month 12 (between 1 st and 15 th of the month)	£20
TOTAL	£250
Month 13 - renewal (between 1 st and 15 th of the month)	£30
Month 14 and ongoing until next renewal	£20

- 9.16. You must sign a direct debit agreement to pay via direct debit for the Donors or Friends scheme.
- 9.17. In signing this agreement, you confirm that you agree to commit to paying the full cost of the annual membership either in one full payment or via monthly payments.
- 9.18. For monthly direct debit agreements you agree to make an initial payment of £15.98 via cash, debit card or credit card and agree to make 10 further payments of £7.99 to Derby QUAD Ltd via direct debit (Friends) or an initial payment of £50 via cash, debit card or credit card and agree to make 10 further payments of £20 to Derby QUAD Ltd via direct debit (Donors).
- 9.19. You agree that premature cancellation of this Direct Debit will result in action being taken by Derby QUAD Ltd to retrieve any outstanding balance.
- 9.20. You agree that, after the initial 12 month period, payments will continue at £7.99 (Friends) £30 then £20 (Donors) per month unless you cancel your Direct Debit.
- 9.21. You agree that all payments made after the initial 12 month period will contribute towards your ongoing status as a QUAD Donor or Friend.
- 9.22. By continuing your payments after your renewal date and receiving the renewed benefits, you agree to be a QUAD Donor or Friend for another full 12 months.

10. Paperless Communications

- 10.1. We are always conscious of the environmental cost of print and paper wastage and as a charity are also always looking at ways of reducing our own costs. As a Member you can opt to receive a Paperless Brochure and/or Paperless notifications i.e. membership renewal reminders

- 10.2. By opting to receive the Paperless Brochure you will receive a copy of the virtual brochure in your inbox on the day we send the paper brochure to the mailing house so you'll also receive the information sooner than waiting for it to land on your doorstep.
- 10.3. To join the paperless scheme, please contact Box Office and ask our team to opt you in or log in online and edit your details to receive 'Paperless Notifications' and/or 'Paperless Brochure.'
- 10.4. All paperless notifications will be sent to you by email. You must ensure that the email address recorded on your customer record is current and correct. You can change these settings by logging into your online account.
- 10.5. To receive communications from QUAD, permissions on your customer record must be set to allow us to contact you. You can change these settings by logging into your online account or contacting QUAD Box Office on 01332 290606.

11. Cine Kids Membership

- 11.1. The Cine Kids membership joining fee is a one-off cost of £12.
- 11.2. Cine Kids membership entitles one family at a registered address plus their guests to discounted ticket prices for all Cine Kids films.
- 11.3. The discounted ticket price for all Cine Kids members and guests is £3.50 per ticket.
- 11.4. Cine Kids membership is a lifetime membership.
- 11.5. For administration purposes and as a requirement of our membership database system, we will record an expiration date of your Cine Kids membership as the 16th birthday of the youngest child in the family. This expiration date can be extended at your request. Please contact QUAD Box Office to process any extensions and receive an updated membership card.
- 11.6. Cine Kids memberships is available to organisations and schools to purchase for £12. Organisations joining the Cine Kids membership scheme must renew their membership annually.
- 11.7. Cine Kids screenings will be shown every Saturday and Sunday and every day during Derby City school holiday dates. This does not include inset days.
- 11.8. Reserved seating is in place for all Cine Kids screenings. Seats are allocated on first come, first served basis.
- 11.9. Cine Kids membership also entitles you to access the Children's Party packages.

12. Cine Babies Membership

- 12.1. Cine Babies film screenings are screenings for parents/carers with babies under 12 months of age.
- 12.2. During Cine Babies screenings the house lights will be raised and the sound will be lowered.
- 12.3. To enable entrance to Cine Babies screenings, parents/carers must register their baby as a member of QUAD's Cine Babies club
- 12.4. Parents/carers must complete a registration form which can be downloaded from QUAD's website or give their name and contact details to QUAD Box Office at the time of joining the membership scheme.
- 12.5. For legal licensing purposes, Cine Babies membership can only be completed on production of the baby's birth certificate or red book to confirm the baby's date of birth.
- 12.6. Cine Babies membership is free of charge.
- 12.7. Cine Babies film tickets are charged at £6.50 (£5.50 for concessions). Babies under 12 months of age who are registered as Cine Babies members will not be charged for entry to the screening.
- 12.8. Cine Babies membership entitles the registered baby, one parent/carer and one other companion admission to Cine Babies screenings.
- 12.9. The accompanying adult and companion are subject to BBFC certification restrictions for all films.
- 12.10. Cine Babies membership exempts the registered baby from BBFC certification restrictions.
- 12.11. There is no general admittance to Cine Babies screenings for non-Cine Babies members.
- 12.12. Cine Babies membership will automatically expire on the baby's 1st birthday.

13. Brochure Delivery Subscriptions

- 13.1. The brochure subscription is open to all customers
- 13.2. The brochure subscription has an annual charge of £5. This should be paid in full on joining the scheme
- 13.3. Brochure subscriptions can be renewed via cash, debit card, credit card or direct debit. Please see section 9.5 to 9.13 for further information on direct debit payments.

- 13.4. Due to delivery schedules, any members joining the brochure subscription scheme after the 10th of the month will not receive the following month's brochure.
- 13.5. The brochure will be sent to our mailing house for processing on the same day it arrives in QUAD.
- 13.6. Processing via the mailing house takes up to 5 working days.
- 13.7. The brochure will then be delivered via Royal Mail First Class postage and are subject to the conditions of this service.

14. Membership Termination

- 14.1. QUAD reserves the right to withdraw membership from a customer at our sole discretion if we reasonably believe that there has been any abuse or attempted abuse of the scheme.

15. Membership Scheme Operation

- 15.1. All membership schemes are operated by QUAD, Market Place, Derby, DE1 3AS.
- 15.2. All membership schemes are operated at QUAD's sole discretion and may be amended or withdrawn at any time.