

FILMBOX MEMBERSHIP SCHEME 2018/19



TERMS AND CONDITIONS - *Please retain this for future reference.*

The following terms and conditions apply to all FILMBOX Members:

1. Membership of **FILMBOX** is not transferable and can only be used by the named member.
2. Membership of **FILMBOX** does not guarantee the member a ticket to an event. All tickets are sold subject to availability.
3. The individual, purchasing Membership of **FILMBOX Community Cinema**, is joining a private 'not-for-profit' constituted members' club run by its members and volunteers.
4. Tickets bought by Members are *not* transferable and can only be used by the purchasing Member and their guests.
5. The named Member **MUST** be one of the ticket holders when Member tickets are used to attend a **FILMBOX** event.
6. Members may be asked to show their **FILMBOX** membership card on entry.
7. **FILMBOX** Membership (11 months) runs from 1 September 2018 until 31 July 2019 and covers all **FILMBOX** events unless otherwise stated in **FILMBOX** marketing and/or on the **FILMBOX** or our TicketSource website.
8. **FILMBOX** will use the email address provided to inform members of all **FILMBOX** events, films and information about **FILMBOX** Community Cinema and LPCPA. **FILMBOX** will abide by the Data Protection Act 2018 in its use of Members' email addresses and other personal details.
9. Members will abide by the BBFC certification of the films screened by **FILMBOX** when buying tickets for guests and non-members. *Tickets will not be refunded in the event of a breach of BBFC classification.*
10. Members will ensure that all tickets bought by them are for persons over the age of 16 years, unless the **FILMBOX** marketing states that younger patrons may be admitted to an event and as appropriate with the film's certificate.
11. **Ticket Refund Policy:** If Members cannot attend a screening, where tickets have been purchased, **FILMBOX** hopes that the Member will donate the ticket cost to **FILMBOX**. However, refunds can be made **up to 48 hours before any screening** to allow **FILMBOX** time to re-sell the tickets. If Members would like a refund, this must be requested via email to MembershipLangleyFilmbox@gmail.com. **FILMBOX** will refund the cost of the tickets via TicketSource (our online box office) on the payment card used to make the original purchase purchased **minus the (9-10%) booking fee FILMBOX** is charged by TicketSource and less any postage costs (if any), to the individual who originally purchased the tickets.
12. Membership of **FILMBOX** is not generally refundable once paid for.
13. Members cannot use the resources, facilities or membership of **FILMBOX** to promote their own or commercial companies, organisations or ventures, without prior written permission from the Chair and Treasurer of **FILMBOX**.
14. **FILMBOX** Committee reserves the right to:
 - Increase ticket prices during the year if deemed necessary due to increased costs
 - Refuse admission as necessary for any reason
 - Revoke membership of **FILMBOX** if the Committee deems it necessary
 - Change the choice of film or make substitutions or alterations to the published film programme or venue if necessary, in such cases we will always try to notify all patrons in advance.
 - Cancel a film event if insufficient helpers are available to run the screening or too few tickets are purchased in advance.

Contact us:

- Membership queries: MembershipLangleyFilmbox@gmail.com
- General queries: LangleyFilmbox@gmail.com
- Online Box Office & What's On: <https://www.TicketSource.co.uk/Filmbox>
- Full information about us: <http://www.LangleyFilmbox.com>
- Follow us on Twitter [@LangleyFilmbox](https://twitter.com/LangleyFilmbox)