

## MyPhoenix Terms & Conditions

These terms and conditions cover the MyPhoenix membership and loyalty card scheme. The scheme includes Member, Young Member, Friend, Supporter, and a free-to-join Loyalty programme.

### MyPhoenix Member, Young Member, Friend & Supporter

- MyPhoenix Member, Friend & Supporter cards are available to all customers over 18 years of age.
- Young Member cards are available to customers aged 16-24. Proof of age via Photo ID is required before we activate your membership and issue your Young Member card – ID should be presented at Box Office.
- Card-holders must provide their contact details including name, postal address, email and/or telephone number and (at their discretion) year of birth. These details are necessary so Phoenix can administer the scheme and contact cardholders. Cardholders can choose whether or not to receive Phoenix marketing materials, but we may need to contact you directly from time to time about the MyPhoenix programme for administration purposes.
- Membership is valid for one year from the date of purchase.
- The card may only be used by the named card-holder and its benefits are not transferable. Members may purchase tickets to multiple shows for their own use, but to prevent misuse will not be able to use their card to buy more than one ticket to any show starting within one hour of purchase.
- Members and Young Members receive 2 free tickets, Friends receive 4 free tickets and Supporters receive 6 free tickets on joining/renewal. These tickets can be used for any standard-priced single film screening, but not for Stage on Screen performances or any premium events. The free tickets may be used by the card-holder or their friends and family. They must be redeemed at box office or (by the card-holder only) through their online account. **Free tickets are valid for one year from date of joining and unused tickets cannot be 'carried over' when membership is renewed.**
- Member, Young Member, Friend and Supporter tickets are exempt from the admin fee. Tickets for non-members that are being purchased by Member, Young Member, Friend and Supporter card-holders will be subject to the admin fee.
- Card-holders are eligible to obtain a discount on standard ticket prices and Stage on Screen performances. The discount is not available on Student and Under 25 tickets, ticket bundles (including Lazy Sunday), Relaxed Environment screenings and family

tickets, or any other offers (including MyPhoenix Mondays). The membership discount is applicable as follows:

1. Film tickets – card-holders can purchase tickets for their individual use only.
  2. Online sales – card-holders can set up an account (with a username and password) at **phoenix.org.uk/myphoenix**. Tickets can then be purchased online at the discounted price whenever the account is available. Proof of identity may be requested when the tickets are collected at Phoenix.
- Member and Young Member card-holders receive a 10% discount on food and drink items purchased from the Café Bar for themselves and their guests, so long as they are part of a single transaction paid for by themselves. Friend and Supporter card-holders receive a discount of 15%.
  - Card-holders earn points worth 10% of the value of the tickets they purchase to any films and Stage on Screen performances. Points can also be accrued for purchases of multiple tickets and on the standard ticket price as part of food deals including Lazy Sunday. Points are not accrued on separate purchases of food and drink, shop items, gift vouchers or membership cards. Any product may be excluded from the scheme at the discretion of Phoenix.
  - Card-holders can collect points in the following ways:
    1. By presenting their card at the Phoenix box office when purchasing tickets.
    2. Online: card-holders can set up an account (with a username and password) at **phoenix.org.uk/myphoenix**. Tickets purchased online using an account will then earn points.
    3. Points may be added retrospectively at the Box Office at the discretion of the Box Office manager. Proof of purchase must be provided.
  - Points can be redeemed for standard price film tickets only (as listed on the Phoenix website), but not on Stage on Screen tickets, during Box Office opening hours or at any time when the online account is available. Accrued points can be redeemed for the full value of standard price film tickets only and no part-payment will be accepted. Points have no monetary value and cannot be exchanged for cash. Purchases which are paid for with points do not accrue points.
  - Card-holders can find out their points balance either at Box Office or online. Points are added to the card-holder's account after a few hours and are therefore not generally available for use until the next day.
  - The MyPhoenix Friend card includes a £25 donation. Phoenix will allocate this amount to its charitable programmes. The money will be used to further the goals of

each programme. Regular updates will be provided to Friends by email and Friends' events.

- The MyPhoenix Supporter card includes a £185 donation. Phoenix will allocate this amount to its charitable programmes. The money will be used to further the goals of each programme. Regular updates will be provided to Supporters by email and Supporters' events.
- The card remains the property of Phoenix and we retain the right to withdraw it at any time, or alter, amend or terminate the scheme without notice.
- Phoenix may request reasonable proof of identity before purchases and redemptions to protect card-holders and Phoenix from misuse. Phoenix reserves the right to decline use of a MyPhoenix card where reasonable proof of identity is not provided.
- Phoenix reserves the right in exceptional circumstances, such as unacceptable conduct, to cancel a holder's MyPhoenix card without refund.

### **MyPhoenix Loyalty**

- The MyPhoenix Loyalty card programme is free of charge and available to all customers.
- The card may be used only by the named card-holder and its benefits are not transferable.
- Card-holders must provide their contact details including name, postal address, email and/or telephone number and (at their discretion) year of birth. These details are necessary so Phoenix can administer the scheme and contact cardholders. Card-holders can choose whether or not to receive Phoenix marketing materials, but we may need to contact you directly from time to time about the MyPhoenix programme for administration purposes.
- Card-holders earn points worth 10% of the value of the tickets they purchase to any films and Stage on Screen performances. Points can also be accrued for purchases of multiple tickets and on the standard ticket price as part of food deals including Lazy Sunday. Points are not accrued on separate purchases of food and drink, shop items, gift vouchers or membership cards. Any product may be excluded from the scheme at the discretion of Phoenix.
- Card-holders can collect points in the following ways:
  1. By presenting their card at the Phoenix box office when purchasing tickets.

2. Online: card-holders can set up an account (with a username and password) at **phoenix.org.uk/myphoenix**. Tickets purchased online using an account will then earn points.
  3. Points may be added retrospectively at the Box Office at the discretion of the Box Office manager. Proof of purchase must be provided.
- Points can be redeemed for standard price film tickets only (as listed on the Phoenix website), but not on Stage on Screen tickets, during Box Office opening hours or at any time when the online account is available. Accrued points can be redeemed for the full value of standard price film tickets only and no part-payment will be accepted. Points have no monetary value and cannot be exchanged for cash. Purchases which are paid for with points do not accrue points.
  - Card-holders can find out their points balance either at Box Office or online. Points are added to the card-holder's account after a few hours and are therefore not generally available for use until the next day.
  - The card remains the property of Phoenix and we retain the right to withdraw it at any time, or alter, amend or terminate the scheme without notice.
  - Points will expire a year after they are earned.
  - Phoenix may request reasonable proof of identity before purchases and redemptions to protect card-holders and Phoenix from misuse. Phoenix reserves the right to decline use of a MyPhoenix Loyalty card where reasonable proof of identity is not provided.
  - Phoenix reserves the right in exceptional circumstances – such as unacceptable conduct – to cancel a holder's MyPhoenix card without refund.