

# FILMBOX MEMBERSHIP SCHEME 2025/26

**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. Members receive 2 free tickets (used either together or as single tickets) for films of their choice in each of the Autumn and Spring Terms. A password is provided each term to enable Members to access this benefit. A Member's free tickets must not be used in conjunction with tickets from the Members Ticket category
5. Tickets bought by Members are **not** transferable and can only be used by the purchasing Member and their guests.
6. The named Member **MUST** be one of the ticket holders when Member tickets are used to attend a **FILMBOX** event.
7. Members may be asked to show their **FILMBOX** membership card on entry.
8. **FILMBOX** Membership runs from 1 August each year until 31 July the following year and covers all **FILMBOX** events unless otherwise stated in **FILMBOX** marketing and/or on the **FILMBOX** or our TicketSource website.
9. **FILMBOX** will abide by the General Data Protection Regulations and other relevant legislation in its use of Members' email addresses.
10. Members will abide by the BBFC certification of the films screened by **FILMBOX** when buying tickets for guests. *Tickets will not be refunded in the event of a breach of BBFC classification.*
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** or that the Member will agree to transfer their seats to an alternative film of their choice, ideally providing 48 hours' notice to enable **FILMBOX** to re-sell the tickets. If members or non-members would like a refund, a request must be made via email to [boxofficefilmbox@gmail.com](mailto:boxofficefilmbox@gmail.com) at least 48 hours before the screening to allow **FILMBOX** time to re-sell the tickets. **FILMBOX** will refund the cost of the tickets via TicketSource (our online box office) on the payment card used to make the original purchase by either a member or non-member **minus the (9-10%) booking fee** **FILMBOX** is charged by TicketSource .
12. Membership of **FILMBOX** is not 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. A volunteer must be a **FILMBOX** Member or Member's partner and, in return, will normally receive a free drink and/or ice cream, if they wish, when helping on screening nights.
15. **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 volunteer helpers are available to run the screening or too few tickets are purchased in advance.

## Contact us:

General queries:

[langleyfilmbox@gmail.com](mailto:langleyfilmbox@gmail.com)

Membership queries:

[membershiplangleyfilmbox@gmail.com](mailto:membershiplangleyfilmbox@gmail.com)

Box office queries:

[boxofficefilmbox@gmail.com](mailto:boxofficefilmbox@gmail.com)

Online Box Office & What's On:

<https://www.TicketSource.co.uk/Filmbox>

Full information about us:

<http://www.LangleyFilmbox.com>