



The Concourse UPSTAGE Membership Program

Terms and Conditions

As an UPSTAGE Member of The Concourse you are bound by these Terms and Conditions. Application for Membership is deemed to be on acceptance of these Terms and Conditions. The Concourse (we or us) has the right to reject any application to participate in the Upstage Membership Program.

1. The Concourse Membership is non-transferable and non-refundable.
2. The Concourse Membership scheme is only available to individuals aged 18 and over.
3. The Concourse Membership costs \$50 for twelve months from the date of subscription. Concourse Members will be contacted 11 months into their Membership to request renewal.
4. Use of The Concourse Membership benefits is limited to the Member.
5. The Concourse Upstage Membership is designed for the benefit of individual patrons of The Concourse and all benefits are not intended for resale individually or as part of package.
6. Membership of The Concourse may be cancelled, and all benefits of membership revoked, by us at our discretion if the member acts contrary to these Terms and Conditions or The Concourse's ticket terms of entry. The Concourse's ticket terms of entry are printed on the back of each ticket and a copy of the full policy is held at The Concourse box office.
7. We may sometimes add to, change or remove benefits and offers and their associated terms and conditions. These offers are subject to change without notice. Details of all changes will be available at www.theconcourse.com.au/upstage
8. The regular Members e-newsletters are only available to Members that provide an email address.
9. If we decide to discontinue The Concourse Upstage Membership Program, you will be notified and we will continue to offer you Membership benefits until your membership expires.
10. If you change your name, address or other details, please contact the UPSTAGE Members designated telephone line (details of which is available in the UPSTAGE membership pack) or email upstage@theconcourse.com.au
11. We will use your personal information in accordance with our Privacy Policy which can be viewed at www.theconcourse.com.au/upstage
12. Two complimentary tickets are offered as an UPSTAGE benefit for the first year of the scheme **only** and are subject to availability. We have an allocation of UPSTAGE complimentary tickets per performance. When these are allocated, we will be unable to offer further complimentary tickets to other Members even if there are still other tickets available to purchase for that performance. Complimentary tickets cannot be booked for a show that is within the next 7 days.
13. Three discounted parking vouchers (each offering a \$5 parking discount off the total value of your parking fee) will be distributed to new members for use in The Concourse car park. These vouchers will have an expiry date printed on them. Members must use their vouchers by the expiry date. Unused vouchers cannot be exchanged for new in-date vouchers.
14. Two complimentary drinks vouchers will be distributed to new members in their membership pack. These vouchers can be redeemed at the theatre bars inside The Concourse for beers, house wine and soft drinks.
15. UPSTAGE Members can sign up in person at The Concourse box office or online at www.theconcourse.com.au/upstage. They will be mailed their membership pack within 2 weeks of signing up. The pack will include the parking and drinks vouchers.