



An Lanntair Membership - Terms and Conditions (2018)

An Lanntair Ltd is a charity wholly owned by its members. Membership is open to anyone, and is renewable annually, or can be purchased for life. Membership of An Lanntair Ltd is described as being “Caraidean”, Gaelic for friends. Below is further information about membership.

About Membership

- An Lanntair reserves the right to amend or change membership benefits from time to time without prior notice.
- Membership discounts cannot be applied retrospectively to tickets, food, or shop items already purchased.
- Only one discount may be used per purchase (i.e. concessions cannot receive a discount in addition to their membership discount).
- When an exhibition preview is billed as RSVP, the member can request up to two additional places for guests; this will be subject to space. If the exhibition preview does not specify an RSVP, members are welcome to bring as many guests as they wish.
- An Lanntair membership confers the right to attend An Lanntair’s annual AGM, stand for election to the board of An Lanntair Ltd, and vote in elections for Directors.
- Only members can be elected to the Board of Directors
- Directors are elected at the annual AGM by the membership. Your membership must be valid to vote at the AGM.
- An Lanntair Ltd is a company limited by guarantee, owned by its Members. Member’s liability is limited to £1
- Anyone is welcome to become a member of An Lanntair, including staff.
- An Lanntair membership is governed by our Articles of Association, further details are available on-line at: <http://lanntair.com/caraidean/>

Caraidean/Membership Benefits include:

- The right to attend the Annual General Meeting, stand for election to the board of An Lanntair Ltd, and vote in elections to An Lanntair's Board of Directors.
- 10% discount on food from the à la carte menu in the café bar.
- £1 filter coffee and breakfast tea.
- 10% discount in the shop (excluding books, CDs, and commissioned items).
- Discounts for selected events and classes, special discounts for Family Members for Art & Drama Clubs.
- 50% discount on bookings of the The Project Space / Rùm Pròiseict <http://lanntair.com/artist/project-space-rum-proiseict/>.
- Priority booking for popular selected events.
- Invitations to exclusive events, such as gallery openings and programme previews.
- A quarterly mail out featuring details on all upcoming events and classes.

Annual membership rates as of 2018/19 are:

- £25 for Individual
- £35 for Joint (two adults living at the same address)
- £40 for Family (two adults and up to three under 18s living at the same address)
- £15 for Pensioner / Over 60
- £15 for Student
- £175 for Life membership
- Two pensioner memberships can be linked like a joint account for £30



An Lanntair Membership - Terms and Conditions (2018)

- A single parent family can request to have a 'joint' membership changed to a family membership at no additional cost to receive discounts on Art Club and Drama Club. Only one membership card will be issued in this instance.

Payment and renewals

- Caraidean membership is payable annually and is valid for 12 months.
- "Life" membership is valid for the lifetime of the Member.
- Membership is non-refundable and non-transferable
- Renewal notification will be sent in the month preceding the membership expiry date, and a further reminder will be sent should a membership not be renewed after a month.
- Where a member pays by Standing Order, their membership will be renewed by the end of the month that their payment has been received.

Membership account

- Your membership is linked to your account on the Lanntair ticketing website. To get membership discounts on tickets or shop products, always make sure to use the account with your active membership. When logged into your account, you can check that your your membership is on your account by viewing your profile at: <https://tickets.lanntair.com/Sales/Profile/Default.aspx>, this can also be checked in person at the box office.
- If you have multiple accounts (from multiple emails or facebook logins), please let us know so we can merge them into one account to ensure you receive your membership discount when booking.
- Joint members and Family members will have membership benefits on up to two accounts. Please note that we are unable to add family membership benefits to a child's account, therefore if a child is booking a ticket (such as for art/drama club) they should use their parent's account.
- Members should update An Lanntair as soon as possible should their contact details change, including updated mailing address, contact phone numbers and emails.

Membership Card

- Caraidean/Members will receive a new membership card annually upon receipt of that year's membership payment. Individual members will receive one card, Joint and Family members will receive two cards. When signing up for Joint and Family Caraidean memberships the other adult should be named.
- If purchased or renewed in person, members will receive their card immediately from the box office. Memberships purchased or renewed on-line may take up to 15 working days for a card to be posted, the delay may be to coincide with an upcoming mailout to members. Members can come into An Lanntair and request their card from the box office should they want to receive it sooner.
- Lost membership cards can be replaced for a 50p donation, damaged membership cards will be replaced free of charge on production of the damaged card.
- Membership cards can only be used by the named member, and photo ID may also be requested.

Membership ticket rates

- Selected events have a special member rate ticket. On some occasions this rate will differ from the "concessions" rate. Not all events have member rates.
- Where available, Individual members are entitled to two member rate tickets per event, Joint members are entitled to four member rate tickets per event and Family members are entitled to five member rate tickets per event (of which two maximum can be adults).
- Members can book member rate tickets on-line, in person or over the phone. Membership discounts will be automatically applied at checkout when linked to a valid membership account.



An Lanntair Membership - Terms and Conditions (2018)

- Any issues/errors with membership discounts on tickets should be raised within 2 days of purchase to the Head of Marketing. If a system error resulted in the member not receiving a discount they were eligible for, the difference will be credited to their member account. Any credits due to errors reported more than 2 days after purchase will be at the discretion of the Head of Marketing.
- We endeavour to offer member rates on as many events as possible but there are occasions when we cannot offer this.
- Normal ticketing conditions apply. Please remember that ticket sales are not refundable or exchangeable.

Priority Booking

- Priority booking will be available for a limited number of events throughout the year.
- Priority booking is available on a first-come, first-served basis, whereby a set number of seats will be made available for a designated length of time to all members.
- Membership ticket limits apply to priority booking.
- Priority booking will be available to members on-line once they have logged into their member account, or at the box office.
- Priority booking will generally be announced by email.

Café Bar

- To claim the Caraidean discount when in the restaurant or the bar please show your Caraidean membership card when placing the order.
- The 10% discount on food from the A La Carte menu applies to your entire party when dining.
- Special menus/set menus/large group bookings, such as Christmas menu or Steak Night are excluded.
- £1 filter coffees/tea are only available for members and not their guests.
- 10% discount on food does not apply to crisps, snacks, baking and bar confectionery
- If you have forgotten your card, the bar staff are happy to speak to the box office staff to confirm your membership is valid.

Shop

- When purchasing items from the shop, let the box office staff know that you are a member, to receive your 10% discount on eligible items.
- The 10% discount excludes Sales items, Books, CDs and commissioned items, such as local artists' work and exhibition merchandise.

Data Protection

- We at An Lanntair take your privacy very seriously. We know that you, like us, care about how your personal information is used and shared. An Lanntair is committed to ensuring we fulfil legal requirements on data protection and privacy.
- [For our full Privacy Policy please visit - http://lanntair.com/legal/](http://lanntair.com/legal/)