

MAKE Southwest Friends Scheme

As a Friend, you will support us as the Southwest's leading charity for craft education. Our charitable work inspires creative excellence and creates opportunities for people to enjoy and learn about contemporary crafts.

Your contribution will help us provide creative development for the next generation of makers, as well as craft education and community engagement. Our Friends also help us remain admission free.

- **LATEST** news with a quarterly newsletter
- **EXCLUSIVE** free access to preview evenings
- **PRIORITY** booking for selected events
- **10% discount** in our galleries
- **20% off** entry to The Leach Pottery
- **10% off** entry to Craft Festival

Annual Fee of £48 per Friend

Joint: £60 (must be from same household)

Please see Terms & Conditions for full details and exclusions etc.

Friends Scheme – Terms and Conditions

Version 1:1

Last updated: 05.09.22

- Your subscription payment of £48/£60 will give you 'Friends' benefits for 12 months from the date of payment. You will be contacted with options to re-enroll prior to the end of your subscription expiry. Alternatively, you can sign up to a rolling annual direct debit which will automatically renew your 'Friends' benefits every 12 months. You will need to cancel the direct debit prior to the renewal date should you not wish to re-enroll for another 12 months.
- If your 'Friends' subscription is not renewed after 12 months, you will be removed from our mailing list and no longer have access to the 'Friends Scheme' benefits. The 'Friends Scheme' can be rejoined at any time.
- You can cancel your 'Friends' subscription at any time and we will remove you from our mailing list, however we are unable to refund any money if you decide to leave part way through a year.
- 'Friends Scheme' benefits are for sole use by the named person[s] on the subscription. You must not lend your card to, or share your access to exclusive 'Friends' offers with, anyone else (unless otherwise stated). If found to do so, we reserve the right to remove you from the 'Friends Scheme' without refund.
- Joint Friends must be from the same household. They will be given 2 cards but will only be contacted via one email address given when registering – all newsletter emails and other communications can be sent to one specified email address only.
- 'Friends' will be automatically included in our monthly email newsletter to our general mailing list AND an additional EXCLUSIVE 'Friends' quarterly email newsletter. General communications and updates regarding the 'Friends Scheme' will be sent to the email address provided on registration. By signing up to our Friends Scheme you are agreeing to receive these mailings from MAKE Southwest.
- Due to limited spaces, 'Friends' will be required to book their free ticket[s] to preview evenings and events, unless otherwise stated. Tickets remain on a first come, first served basis, so early booking is advised. Any free tickets are not exchangeable for money.
- The 10% discount at MAKE Southwest is available for items to purchase in our Retail Gallery, selling exhibitions and online shop. You MUST present your 'Friends' card when making your purchases and only the person named on the card is entitled to the discount. We reserve the right to refuse the discount if you do not present your card at the time of purchase. Discount is not available on workshops or courses. Discount is available on FULL PRICE ITEMS ONLY.
- The 20% discount on a visit to Leach Pottery is for the entrance fee for the card holder ONLY and cannot be used for items for sale in the shop. You will need to present your 'Friends' card

on arrival. The discount is ONLY available for tickets on the door and can't be used to order tickets online.

- The 10% discount on tickets to the Bovey Tracey Craft Festival and the Cheltenham Craft Festival are for use on pre-booked online ticket orders ONLY. Please contact us for an online discount code when you would like to purchase tickets. Tickets remain on a first come, first served basis, so early booking is advised.
- Both the Leach Pottery and Craft Festival are not affiliated with MAKE Southwest and are their own organisations. They have kindly offered our Friends these discounts but they reserve the right to withdraw their offer at any time. If this happens we will endeavor to give you as much notice as possible.
- Your name may be shared with Leach Pottery and the Craft Festival, but no other data will be given out.
- Lost or damaged 'Friends' cards can be replaced upon request free of charge. If any one person requests a new card an unreasonable number of times we reserve the right to charge a fee to cover costs.
- The MAKE Southwest 'Friends Scheme' is currently only open to residents of the UK.

For information on how MAKE Southwest uses your information, please visit <https://www.crafts.org.uk/privacy-policy>

We reserve the right to update, change or replace any part of these Terms & Conditions, with fair warning, via email to all 'Friends'.