

**Australian Festival of Chamber Music - North QLD Limited Trading as:  
Australian Festival of Chamber Music (AFCM)  
ABN 34 050 418 730**

## **Australian Festival of Chamber Music Friends Terms and Conditions**

**Please read carefully**

### **Friends of AFCM ID Number:**

Your AFCM Friends number is provided when you sign up to the program. It will carry your name and expiry date of your subscription.

You agree not to pass on this number to anyone not part of the program so that they might benefit from any discounts or benefits within it. If AFCM believes you are 'sharing' your Friends number to enable others to secure benefits for anything within the program, AFCM reserves the right to cancel your subscription with immediate effect, without refunding any joining fee.

### **Cancellation of AFCM Friends subscription:**

If you purchase a subscription to AFCM Friends either online or by telephone (but not, for the avoidance of doubt, if you purchase a membership in person at any AFCM box office), you have a right to cancel your subscription within 14 days from the day after purchase ("the cooling-off period"). If you cancel your subscription within the cooling-off period then, subject to the below, you will receive a full refund.

### **Using AFCM Friends Benefits within your 14 day 'Cooling Off' Period:**

If you use any listed benefits of your subscription but then cancel it within the cooling-off period, AFCM reserves the right to deduct the face value price of such benefits from the sum to be refunded to you in respect of such cancellation. You acknowledge and agree that by using any listed benefits of subscription within the first 14 days, you are expressly requesting that your AFCM Friends benefits commence during the cooling off period.

### **Age Requirement:**

To join AFCM Friends program you must be 18 years of age or over.

### **Validity**

Your AFCM Friends subscription is valid to 31 October 2019. The subscriptions of Friends joining the program after the conclusion of the 2019 Festival will be valid to 31 October 2020.

Your AFCM Friends ID number is for your personal use only. It is non-transferable and non-refundable. An AFCM Friends number cannot be resold or exchanged for cash.

### **Priority Notice and Booking:**

Where practicable, we will attempt to notify Friends of upcoming AFCM performances before these are announced to the general public. This is not always possible, and very occasionally performances may be announced via social media or the AFCM website without Friends' notification.

### **Data Usage and Evaluation:**

Communications are quite often made digitally through emails, E-flyers and an E-newsletter. Therefore

AFCM needs your permission to use your email address to deliver AFCM Friends communications to you.

If you choose not to give AFCM permission to use your email address or do not have an email address AFCM accepts no responsibility to inform you of the benefits through any other communications channel. As a result, you may miss out on the promotion of the benefits of the scheme.

#### **Reservation of Right to amend or Withdraw Benefits**

All AFCM Friends Benefits are subject to availability and to these Conditions. AFCM reserves the right to amend or withdraw any Benefit(s) offered to you at its discretion.

#### **AFCM FRIENDS BENEFITS**

With immediate effect upon becoming a Friend you may take advantage of all benefits. Details and clarification of benefits are given below.

- 1. Program preview from 1 December 2018**
- 2. Priority booking for Gold subscriptions and packages from 3 December 2018**  
Gold and Gold Plus subscriptions will be available for purchase online and via Ticketshop from 3 December 2018 for AFCM Friends.
- 3. Discounts on subscriptions, packages and single tickets**  
AFCM Friends enjoy up to 10% discount on subscriptions, packages and single tickets.
- 4. Priority booking from mid-February 2019**  
AFCM Friends enjoy a priority booking period of two weeks for single tickets and other packages from 11<sup>th</sup> February 2019 prior to the Festival going on sale to the general public on 25<sup>th</sup> February.
- 5. AFCM Friends updates in Newsletters**  
Monthly E-Newsletters will keep AFCM Friends up to date with the latest news and offers
- 6. AFCM Friends breakfast with Artistic Director Kathryn Stott during the Festival**  
AFCM Friends will have the opportunity to enjoy a leisurely breakfast with fellow Friends and Kathryn Stott in Townsville during the 2019 Festival

AFCM Friends have the ability to purchase subscriptions, packages and single concert tickets for non-Friends during the exclusive Friends priority booking periods. Non-Friends will pay full Adult rates, or Concession rates if applicable.

**If you would like to purchase an AFCM Friends subscription as a gift please contact the AFCM office on 07 4771 4144.**

#### **Privacy Policy**

Privacy Statement: Your personal information is collected for the purpose of delivering AFCM services to you. Your personal information is handled in accordance with AFCM's Privacy Policy which can be found on the website.