

## Terms and conditions of Naming a Seat in the Swan Theatre

The Swan Theatre is a theatre located at Waterside, Stratford-upon-Avon CV37 7LS provided by the Royal Shakespeare Company ("RSC", "we", "us" or "our") and hereinafter referred to as "The Swan Theatre".

These terms and conditions apply to the Naming a Seat initiative at The Swan Theatre.

By naming a seat at The Swan Theatre by telephone, in person over the counter, online via the desktop or mobile website, you are agreeing to these terms and conditions.

- Seats are named for a period of 10 years and the plaques will be in place for 10 years from the date the plaque is unveiled, after which the RSC reserves the right to make the seat available to re-name. We will endeavor to contact you before this expiry date to give you an opportunity to make a further donation in order to keep your name on the seat. Please note, it will be your responsibility to ensure that we have the correct contact details for you, should you change address, email address or telephone number in the future.
- The dedication must be the name of an individual(s), or "In Memory of" an individual(s). Please provide the chosen names up to the maximum number of 50 characters, including spaces.
- The supporter named on the seat does not own the seat at any point. The seat will remain the property of the RSC.
- We reserve the right to reconfigure the seating for certain productions. This could result in your named seat being relocated or removed for the period of that production.
- Naming a seat does not include priority booking for a performance, admission to individual performances or guarantee allocation of that seat for a particular performance.
- You can purchase your seat either by paying on one transaction or by Direct Debit over a 12 month period.
- Once you have donated and named your seat, you have a 14-day period in which to change your mind and receive a full refund minus any administration costs (the "Cooling Off Period"). Once you have donated and named your seat, and the 14-day Cooling Off Period has passed, the donation made towards naming a seat is non-refundable, including payments by instalment. If you choose to pay in instalments, the plaque will be installed on your seat after the final payment is complete. Cancelled instalment plans are non-refundable and will result in the cancellation of your seat dedication and the seat being placed back on sale.
- You cannot request for your named seat to be changed for an alternative seat after your donation is made.