

Showroom Cinema Membership Terms and Conditions

Effective from: Friday 2 May 2025

Last updated: Thursday 10 April 2025

These terms and conditions apply to all Showroom Cinema membership packages. By purchasing or using a membership, you agree to the following terms.

1. General Information

- Showroom Cinema memberships are offered and administered by Sheffield Media and Exhibition Centre Ltd (SMEC), a registered charity.
- Memberships are non-transferable and valid only for the named individual.
- Proof of identity or eligibility (e.g. age for CINE26) may be requested at the point of ticket collection or purchase.
- Membership benefits apply only to the named member unless stated otherwise.

2. Membership Tiers & Pricing

Existing members on a historic '+1' membership (Concession +1 or Full +1) will retain their current benefits until their membership expires. These memberships will not be renewed or available after that date.

For reference, details of the previous membership options can be found at [this page](#), which will no longer be available after Showroom Cinema's new website launches on 2nd May 2025.

Tier	Price	Duration
CINE26	Free (ages 16–26)	Rolling
Supporter	£20	12 months
Standard	£40	12 months
Superior	£60	12 months
Flex	£4.99	Monthly rolling

- CINE26 is available to anyone aged 16–26. Age verification may be required.
- All annual memberships are valid for 12 months from the date of purchase and do not auto-renew.

- Flex membership renews automatically each month until cancelled.

3. Free Tickets and Discounts

- Membership benefits, including free tickets, are available immediately upon membership activation (or from Friday 2nd May 2025 for members migrated from the previous system).
- Free tickets included in membership tiers (e.g. 2 or 4 tickets) are added upon sign-up and are valid for 12 months.
- Free birthday tickets are available from the member's birthday and must be used within 30 days.
- Tickets and discounts may not be combined with other offers.
- Free tickets and discounts cannot be used for third-party screenings, externally hosted events, Stage on Screen presentations, or National Theatre Live performances, or for special pricing unless otherwise stated.
- Ticket offers are valid for public screenings only and may not apply to sold-out shows or limited runs.
- Members renewing their membership to the Standard and Superior schemes may receive free tickets at the time of renewal. These tickets are valid for 12 months from the date of issue.

4. Booking Fees

- Members will not be charged booking fees when purchasing tickets online, in person, or over the phone. The standard booking fee is £1.50 per transaction, not per ticket.
- Booking fee waivers apply even when purchasing tickets to events not included in other member discounts (e.g. National Theatre Live). However, booking fees will only be waived for the member's own ticket. Tickets purchased for friends or family members will incur the usual fee unless they are also members.

5. Priority Booking

- Available only to Superior members.

- Applies to selected special events, festivals, or advance screenings.
- Subject to availability and event programming. Not guaranteed for all shows.

6. MUBI Discount

- MUBI discounts are provided via a partnership code offered to Flex and Superior members.
- Access is subject to MUBI's own terms and availability.
- Showroom Cinema is not responsible for the management or delivery of MUBI services.
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7. Café Discount Terms

- Café discounts apply to food and non alcoholic drinks only.
- Discounts do not apply to alcoholic drinks, promotional items, or third-party café services.
- Café discounts are available in Standard, Superior and Flex memberships.
- Café discounts cannot be used in conjunction with any other offers or deals.

8. CINE26 Specific Terms

- CINE26 members must be aged 16–26 at the time of joining. Membership is free.
- Discounted £6 tickets are valid for general release films on any day, subject to availability.
- CINE26 study passes (£8/day) provide access to café space at specific times determined by the Café Bar Team. Passes are subject to availability.

9. Cancellations and Refunds

- Annual memberships (Supporter, Standard, Superior) are non-refundable once purchased.
- Flex memberships can be cancelled at any time through the website or by emailing boxoffice@srws.org.uk. Membership remains active until the end of the current billing period.
- We reserve the right to cancel a membership without refund if it is misused, shared, or associated with fraudulent activity.

10. Ticket Expiry and Usage

- Free tickets must be used within 12 months of issue.
- Birthday tickets are to be used 30 days after the member's birthday.
- Only one benefit (e.g. birthday ticket or sign-up ticket) may be used per visit.
- Tickets and discounts are non-transferable and must be used by the named member.
- Free tickets and discounts must be redeemed through a registered account online or presented in person at the Box Office.
- Membership benefits apply only to the named member. Companion or +1 access is not included unless specified as part of a separate promotion.

11. Communication and Data

- Members will receive email updates about their membership, reminders, and occasional promotions.
- We will never share your data without consent. For more information, please see our [Privacy Policy](#).

12. Promotional Offers

- From time to time, additional member promotions may be offered. These are time-limited and subject to availability.

13. Changes to Membership Packages

- Showroom Cinema reserves the right to adjust membership pricing, benefits, or terms. Significant changes will be communicated by email and listed on our website.

14. Membership Cards

- We are moving to digital membership cards as part of our sustainability goals.
- Digital cards will be issued when purchasing a new membership or at the time of renewal.
- Existing physical membership cards may continue to be used.
- Members with a physical card can request to switch to digital at any time.
- If you lose or forget your membership card, our Box Office team can find your details on the system using your name or email address.

15. Lost Cards or Login Help

- If you experience issues accessing your membership or require assistance, please contact boxoffice@srws.org.uk.

15. Questions or Concerns?

- Please contact our team at customerservices@srws.org.uk with any questions about your membership or these terms.