

# INSTITUTE OF CONTEMPORARY ARTS

The Mall London SW1Y 5AH ica.art

## MEMBERSHIP FAQ

### **Ticket discounts & guest tickets**

#### *How do my ticket discounts work?*

Discounts apply to one ticket per event. They can be applied across the entire ICA programme, not including events sold through DICE and third-party platforms (including the London Film Festival).

#### *Does my discount apply to music events?*

Membership discounts do not apply to tickets sold through DICE. However, we regularly announce flash sales and other one-off offers throughout the year for special live events.

#### *I'm a Member+. How do my guest tickets work for exhibitions?*

You are allotted 1 free guest ticket per exhibition. The guest ticket will apply once per exhibition season and not per exhibition visit.

On the 'Choose Tickets' page on the website, select 1 'Full Price' ticket for yourself and 1 'Member Guest Ticket' for your guest. The discount for both will apply when you reach the 'Basket' page. The discount for 'Member Guest Ticket' will only automatically apply once per exhibition.

*I'm a Member / Member+. How do my guest cinema tickets work?*

Member+ customers are allotted 2 free guest cinema tickets to use throughout the yearly term of their membership, while Members are allotted 1 free ticket. These tickets can only be used for new releases and do not apply to festivals, Q+As and other selected screenings. Member+ customers can only purchase 1 guest ticket per chosen screening.

On the 'Choose Tickets' page, select 1 'Full Price' ticket for yourself and 1 'Member Guest Ticket' for your guest. The discount for both will apply when you reach the 'Basket' page. The discount for 'Member Guest Ticket' will only automatically apply for cinema new releases.

*Can I discount concession tickets (pensioner, student, etc.) with my Concession Membership?*

Membership discounts apply to full price tickets and cannot be used to reduce the price on tickets that have already been discounted (pensioner, student, under 25, etc.).

## **Payments**

*Can I pay through direct debit?*

Our direct debit option is called 'Auto-Pay'. You can select this option at the checkout when purchasing your membership online.

*Can I upgrade my membership halfway through the year?*

If you are a Member / Concession you may upgrade your membership to Member / Member+ at any time by contacting [membership@ica.art](mailto:membership@ica.art).

*Can I cancel my membership at any time?*

All members on a yearly contract may cancel their membership at any time. To receive a refund you must cancel within the first 14 days after first payment. Members on a monthly contract may be contacted if they miss payments or cancel during the year.