



ROYAL
COURT

Writers' Card FAQs

I haven't received my survey yet - what do I do?

- Once you have received and completed your survey, you will receive a standard Royal Court booking confirmation.
- Within 60 minutes, on the nearest hour to your booking, you will then receive a welcome email which provides more details about your membership. This email will include a survey that just allows us to add a second level of verification to your account. Please do fill it in.
- This (and all other WC emails you receive from us) can act as confirmation of your membership until you have your card.
- We recommend using a screenshot of this email. Alternatively, you can quote your name or email with the Box Office.
- If you do not receive your email after an hour, try checking your junk email for the welcome email or survey.

- If the email is not in your junk, make sure you have subscribed to receive emails from us and sign up again. [Newsletter Signup - Royal Court \(royalcourttheatre.com\)](https://royalcourttheatre.com/newsletter-signup)
- If you still do not get your confirmation email, please contact the Box Office with your name and email and they will confirm your membership for you.

020 7565 5000

boxoffice@royalcourttheatre.com

Where will I need to use my card or prove my membership?

- Your card will be needed when attending an event in person to redeem your discount at the Bar and Kitchen. For booking in-person and online events, our Box Office team will know you are a member so you'd only need to give your name and/or email address as proof of your membership.
- When booking for an event online that is exclusively for Writers' Card members, checkout as you normally would, but make sure you use the email address you signed up to the Writers' Card with. The booking system will know you are a member so you'll be able to proceed as usual with your event booking.
- Until we have physical cards, please show your welcome email at the Bar and Kitchen to receive access to the exclusive Writers' pricing and discounts. A screenshot on your phone will do.

I can't log in to book for Writers' Card events after registering.

- Once you have signed up to be a Writers' Card member and have completed your survey, you should be able to log in to your Royal

Court account using the email address you signed up with at checkout to book for the events. If you do not have an account already, you will need to make one using the email you gave when signing up. You should then be able to sign up and book. If you continue to have issues, you can book with the Box Office on 020 7565 5000 / boxoffice@royalcourttheatre.com.

What's the difference between the on-site library and the Royal Court 10 play subscription?

- Our on-site library is a collection of plays and non-fiction theatre books you can come into our building and access for free. We require all books to stay on-site, but can be used at your leisure within our opening hours.
- On the other hand, the Royal Court 10 play subscription is offered by external partner Concord. This costs money, but you will own the texts. If you sign up to this, you'll automatically receive the next 10 scripts published for productions here. Each play will be sent as soon as it's available, with the cost of shipping included in the subscription.

What do I do when an event is sold out?

- Events are limited and first-come-first served. We will announce any extra places and additional dates in our Writers' Card newsletters and on our social media.
- You can also sign-up to a waitlist by calling our Box Office.

How can I get my membership card?

- We have made the decision to do physical membership cards. They will be available by the end of October for you to collect on your first visit to the Royal Court after subscribing.
- In the meantime, please use your email as proof of membership for your discount in the Bar and Kitchen.
- Not having a physical or e-membership card will not affect being able to book.

Can I get ticket discounts with my Writers' Card membership?

- Unfortunately, your free Writers' Card membership does not give you access to discounted ticket. We offer lots of free events alongside the shows we have on.
- From our new season announcement in mid-October, you will be able to sign-up for a half price Friends Membership that will give you early access to £15 Mondays.
- We will also run Writers' Nights for each show that will be tickets held specifically for Writers' Card members, but these will not be discounted. Free refreshments will be on offer for you though.

How do I redeem my half price Friends Membership?

- This will be available from our mid-October season announcement for all shows from December 2024 onwards.
- There are no Friends £15 tickets remaining for *Giant* and *Brace Brace*.