

BASE INSIDER 2026 FULL TERMS & CONDITIONS

1. Membership Validity

1.1 BASE Insider membership is valid from the date of purchase and **expires on 31 December 2026**, regardless of the purchase date (“Membership Term”).

1.2 All tickets must be redeemed within the Membership Term. **Tickets not redeemed will be forfeited** after 31 December 2026.

1.3 Membership benefits do not roll over and will not be extended beyond the Membership Term, except at BASE’s sole discretion.

2. Ticket Entitlement

2.1 Each BASE Insider membership entitles the member to a total of **ten (10) theatre tickets**.

2.2 Tickets may be redeemed across multiple productions and performance dates, subject to availability and these Terms & Conditions.

3. Ticket Redemption & Usage

3.1 Redemption requests must be submitted **at least fourteen (14) days prior** to the intended performance date.

3.2 Tickets are issued on the **best-available basis within Category 2 (second-highest category)**, subject to seat availability at the time of redemption.

3.3 Where **Category 2 (second-highest category)** is unavailable, BASE reserves the right to offer **alternative comparable seating**.

3.4 Tickets redeemed under the membership are subject to all general ticketing and venue terms and conditions, including but not limited to admission rules such as age restrictions, latercomers policy, and bag checks.

3.5 Tickets redeemed exclude any value-added benefits, including but not limited to complimentary beverages and photo opportunities.

4. Eligible Shows

4.1 Tickets may be redeemed for **eligible BASE-produced or BASE-presented shows** that go on sale during 2026, unless otherwise stated.

4.2 Performances taking place in 2027 are eligible only if the production went on sale in 2026

and the redemption request is submitted within the Membership Term.

4.3 Certain performances may be excluded, including but not limited to:

- Opening nights
- Gala performances
- Special or charity events
- Partner-controlled or promoter-restricted allocations

4.4 BASE reserves the right to update the list of eligible shows at any time.

5. Ticket Issuance & Delivery

5.1 Tickets will be issued within **three (3) working days** of redemption confirmation, excluding weekends and public holidays.

5.2 Tickets will be delivered electronically unless otherwise specified by BASE.

5.3 BASE is not responsible for delays caused by incomplete, inaccurate, or late information provided by the member.

6. Transfer, Resale & Misuse

6.1 BASE Insider memberships are **non-transferable** and may only be used by the registered member.

6.2 Tickets redeemed under the membership **may not be resold, transferred for value, or used for commercial or promotional purposes.**

6.3 BASE reserves the right to **cancel tickets and/or terminate membership without refund** if misuse, abuse, or unauthorised resale is suspected or identified.

7. Changes, Cancellations & Force Majeure

7.1 Performance dates, times, casts, venues, seating configurations, and ticket allocations may be subject to change.

7.2 In the event of a performance cancellation, tickets will, where possible, be credited back to the member's remaining ticket balance.

7.3 BASE shall not be liable for delays, cancellations, or changes arising from events beyond its reasonable control, including but not limited to acts of God, government actions, pandemics, labour disputes, or technical failures.

8. Fees, Refunds & Exchanges

8.1 Membership fees are **strictly non-refundable** once payment has been processed.

8.2 Tickets redeemed under the membership are **non-refundable and non-exchangeable**, except where required by law.

9. Programme Changes & Termination

9.1 BASE reserves the right to amend, suspend, or terminate the BASE Insider programme, its benefits, or these Terms & Conditions at its sole discretion.

9.2 Where reasonably practicable, BASE will provide advance notice of any material changes affecting existing members.

10. Personal Data

10.1 By joining BASE Insider, members consent to BASE collecting, using, and processing their personal data for programme administration and communications, in accordance with applicable data protection laws.

11. Governing Law

11.1 These Terms & Conditions shall be governed by and construed in accordance with the laws of **Singapore**.

12. Final Decision

12.1 All decisions by BASE regarding membership eligibility, ticket allocation, redemption, and programme interpretation shall be **final and binding**.