

HOTA Membership - FAQs

When will I receive my HOTA Membership card?

You can collect your HOTA Membership card from the HOTA Box Office 10 days after your application is lodged. Alternatively, when applying for your HOTA Membership, you can opt to have your card sent to your mailing address via Australia Post (Standard), please allow 14 days for processing and postage.

How do I receive my HOTA Membership discounts?

You must present your HOTA Membership card in order to receive your discounts. If ordering tickets online, you will need to provide your issued HOTA Membership number to complete the transaction and to apply the discount, and again present your HOTA Membership card when collecting your ticket.

How do I redeem my free HOTA Cinema ticket voucher and what are the conditions?

You will receive your free HOTA Cinema ticket voucher (single adult ticket) as part of your HOTA Membership Welcome Pack. Exchange the voucher at HOTA Box Office for a cinema ticket. The voucher is valid for a standard session (excludes special screenings and films on a 'no free list'.) and is valid for 12 months from the date of your HOTA Membership purchase. You may not redeem your voucher for cash and no extensions will be applied to the expiry date.

How do I redeem my selected wine and beer discount and what are the Terms and Conditions?

You must present your HOTA Membership card in order to redeem your beer and wine discount. The discounted price of \$6.50 is only applicable to selected wine and beer beverages and does not apply to spirits. Ask your friendly HOTA Bar and Café staff to find out which wine and beer beverages the discount applies to.

How can I find out which HOTA shows and tickets have the 15% membership discount?

The HOTA show discount does not apply to student, group, multi-buy and Friends of the Arts ticket prices. For all current HOTA shows offering the HOTA Membership 15% discount please visit our HOTA Membership page www.hota.com.au/belong

For full terms and conditions on all HOTA ticket purchases please see the general HOTA Terms & Conditions <https://hota.com.au/terms-conditions/>

Does my HOTA Membership include a 15% discount on HOTA Cinema tickets?

HOTA Membership discounts do not apply to HOTA Cinema ticket prices. A HOTA Cinema Membership is available to patrons - for full details please visit our HOTA Cinema Membership page <https://hota.com.au/cinema-memberships/>

How much money do I save with my zero-transaction fee discount and what does it mean?

A saving of \$4.00 will apply to each booking transaction you make when purchasing tickets to any event at HOTA, including all shows, workshops and Cinema.

Can I extend my HOTA Membership benefits to friends?

HOTA Membership is an individual membership and discounts only apply to the person named on the card.

How do I redeem my other HOTA Membership benefits?

You will receive an email notifying you of all HOTA Membership invitations to exclusive events and screenings and special promotions on events and performances. To ensure you receive these emails, please notify HOTA of any change of email address or contact information.

Are Couple, Family or Child HOTA memberships available?

Currently we are offering individual memberships only. We hope to bring you additional membership offers in the future.

How does my HOTA Membership assist in helping young creatives and local artists?

We're a not for profit, so every dollar really matters. Through the generous contributions of our benefactors, partners, sponsors, and now HOTA Members, we're able to present a range of inspiring programs and initiatives that support young creatives and local artists. That's things like our Incubator program for emerging playwrights and our Youth Theatre Projects which has launched the careers of many young Gold Coasters.

How does this change other membership benefits?

Friends of the Arts

Friends of the Arts have always been a separate organisation from HOTA, Home of the Arts and while it's likely we will remain a recipient of the Friends support, they will be exploring opportunities for different membership benefits from other partner organisations. It's an exciting time for the Friends of the Arts as they expand their remit to offer wider benefits to artists across the Gold Coast.

Until 30 June 2019, existing members of the Friends of the Arts will receive their HOTA benefits. Post 30 June 2019, HOTA will continue to honour benefits to Friends of the Arts Life Members only.

For all Friends of the Arts membership queries please visit their website

<http://friendsoftheartscentre.com.au/>

Contact us

For any further queries regarding you HOTA Membership please contact HOTA by phone (07) 5588 4000 or email belong@hota.com.au