



TICKETS WITH CONFIDENCE

Membership Information

The Society of Ticket Agents and Retailers is a self-regulatory body which operates within guidelines supported by, amongst others, the Visit Britain and the Society of London Theatre. Members of STAR are required to comply with a code of practice which ensures that they:



Clearly identify the face value of the ticket purchased and any additional booking fees.



Highlight any terms and conditions, including transferability, cancellation and viewing restrictions.



Handle bookings in a polite and courteous manner, giving the highest standards of professional service.

MEMBERSHIP AND FEES

There are three levels of membership:

Full Membership

For those in the business of re-selling tickets for all forms of entertainment, whether to the general public or otherwise.

Application Fee (non refundable)	£500
Joining Fee	£500
Annual Membership Fee:	
<i>For businesses with an annual turnover of:</i>	
<i>over 5,000,000 tickets a year</i>	£5,040
<i>1,000,001 to 5,000,000 tickets a year</i>	£3,780
<i>500,001 to 1,000,000 tickets a year</i>	£1,890
<i>100,001 to 500,000 tickets a year</i>	£1,260
<i>up to 100,000 tickets a year</i>	£630

Associate Membership

For operators of entertainment venues in the business of selling tickets directly to the general public, whether through box offices at entertainment venues, ticket selling booths on other premises, allocations to third parties or otherwise.

Annual Membership Fee:	£400
<i>for each venue included in membership</i>	12p per head
<i>(based on capacity of venue)</i>	Minimum of £100pa / Theatres Capped @ 3,000 seats / Arenas Capped @ 5,000 seats

Travel Affiliate Membership

For those involved in the resale of tickets exclusively or mainly as part of a package which includes hospitality, travel or accommodation.

Application Fee (non refundable)	£250
Annual Membership Fee	£630

Affiliate Membership

For those not directly involved in the sale or resale of tickets but wanting to support the work of STAR, receive STAR mailings and other information and to participate in STAR meetings and events.

Annual Membership Fee	£400
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If you wish to apply for membership, please complete the enclosed application form and return to:

STAR, PO Box 43, London, WC2H 7LD



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Benefits of STAR Membership

CONSUMER CONFIDENCE

- Participation in a strict Code of Practice shared with other leading players in the industry and which provides reassurance and agreed standards of service to customers
- Promotion of Member companies through membership list on the STAR website and other material distributed to the public, to trade and consumer media and to consumer interest organisations.
- Free conciliation to assist members' own efforts to resolve disputes with customers.
- The right to display the STAR logo, an indication of confidence to the customer, on all products, catalogues, stationery, sales literature, websites etc.
- Clear distinction from less scrupulous ticket sellers
- STAR is applying for recognition of its Code of Practice under the Office of Fair Trading's Consumer Codes Approval Scheme. This promotes self-regulatory Codes that are shown to safeguard and promote consumers' interests beyond the basic requirements of the law.

INDUSTRY VOICE

- STAR provides the principal forum for all members to voice their views on the vital issues affecting the entertainment ticket industry.
- STAR works to ensure other relevant organisations, consumer organisations and policy makers are aware of the issues and opinions of the UK entertainment ticket industry.
- STAR is the media voice of the entertainment ticket industry
- Seminars and meetings on topics relevant to the industry

MEMBERSHIP LED

- The opportunity to participate in a membership-led organisation which seeks to ensure the highest levels of consumer care and industry regulation
- The opportunity to seek election to STAR's governing Council
- Newsletters updating members on matters of interest and concern to the industry and on STAR activities and further opportunities



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Membership Application

Name/Company Name(the "Applicant")

Registered Office (for Companies)

or Principal Place of Business (for Individuals/partnerships)

Address (first line).....

Address (second line).....

Town.....County Postcode.....

TelephoneFax..... E-Mail.....

Registered Number (Companies only)

Nature of Business.....

Subsidiary Trading Names To Be Included In This Application.....

.....

Contact Details

First name..... Surname

Position.....

Address (first line).....

Address (second line).....

Town.....County Postcode.....

TelephoneFax..... E-Mail.....

How many venues are included in this application? (Associate Members Only).....
(please attach a list of all venues included together with their audience capacities)

Professional Memberships (Please list any professional organisations or regulatory bodies to which your company is affiliated)

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I/We* (*please delete as appropriate) have read the latest versions of STAR's Code of Conduct and Articles of Association and would like to apply for:

***Full Membership** of the Society of Ticket Agents and Retailers. I/We* enclose my/our* application fee of £500 and understand that this fee will not be refunded if my application is unsuccessful.

***Associate Membership** of the Society of Ticket Agents and Retailers.

***Travel Affiliate Membership** of the Society of Ticket Agents and Retailers. I/We* enclose my/our* application fee of £250 and understand that this fee will not be refunded if my application is unsuccessful.

***Affiliate Membership** of the Society of Ticket Agents and Retailers.

I/We* agree to be bound by the terms of the Star Code of Conduct and Articles of Association as amended from time to time.

I/We* understand that the Council of STAR must be satisfied that I/we* comply with the qualifications for admission set out in Article 4 of STAR's Articles of Association and that I/we* will be notified as to whether my/our* membership has been approved within one month of my/our* application being received by the Council.

I undertake/I undertake on behalf of the Applicant* that if this application is refused I/the Applicant* shall not institute proceedings in any court of law arising out of objections made to this application by any person or body or by the Council unless and until notice of appeal has been given by me/the Applicant* to the Sub-Committee of STAR in accordance with Article 8 of STAR's Articles of Association and the decision of the Sub-Committee on such appeal has been notified to the parties, or such appeal has been withdrawn or otherwise disposed of.

Signed
(for and on behalf of the Applicant)*

Date

Completed application forms should be returned to:
STAR Council, c/o PO Box 43, London, WC2H 7LD