

Your step-by-step guide to renewing your Friends membership

What is Continuous Authority?

Continuous Authority is a type of recurring payment set up using your debit or credit card details. To set up Continuous Authority payments, you must give us your permission ('standing authority') to take payments as and when they are due.

How do I join or renew by Continuous Authority?

Go to the [Memberships page](#), add the £75 Friends Membership to your basket, then follow the steps to check out including logging into your Donmar account.

You can also set up Continuous Authority via your Donmar Account homepage. [Login to your account](#), then navigate to the 'Memberships' Tab. You will see the option to tick 'auto-renew' next to your active membership, which when ticked will prompt a message to save a preferred payment card. You can do this in the 'Payment Cards' tab.

You can also set up your Continuous Authority payment by calling the Development Team on 020 7845 5815.

We will notify you 10 days before your next annual payment is due to be taken.

What is Direct Debit?

Direct Debit is an agreement made with your bank, allowing a company to take an agreed amount of money from your bank account on prearranged dates. Setting up a Direct Debit with the Donmar will allow us to keep your membership active and up to date by taking an annual renewal payment, or by taking smaller payments at regular intervals, such as once a month or once every quarter. The option to pay at more regular intervals is only available on Direct Debit.

How do I join or renew by Direct Debit?

Please complete [this form](#) and send it to us by post or via email on friends@donmarwarehouse.com. We will then notify you when your Direct Debit payments have been set up.

How can I cancel my Direct Debit or Continuous Authority?

To cancel your Continuous Authority or Direct Debit payments, please contact us as soon as possible, by emailing friends@donmarwarehouse.com or calling us on 020 7845 5815, to ensure we can take action before your next payment is taken.

You can cancel your Continuous authority payment by logging into your Donmar account, clicking on the 'Memberships' tab and unticking 'auto renew' next to your active membership.

The fastest way to cancel your Direct Debit is to contact your bank. If you are unable to do this, please get in touch with us on friends@donmarwarehouse.com, and we will cancel your Direct Debit for you.

How do I join/renew via a one-off payment of £85?

To renew at £85 level and make a one-off payment, please go to the [Memberships page](#), add the £85 Friends Membership to your basket, then follow the steps to check out including logging into your Donmar account. You can also renew by calling the Development Team on 020 7845 5815 or sending a cheque to:

Development Department
Donmar Warehouse
3 Dryden Street
London
WC2E 9NA

Please make cheques out to Donmar Warehouse Projects Limited.

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