



Terms & Conditions

Effective September 1, 2026

Disclaimer: Primary intention of purchase must be for personal or hospitality use, not resale. If purchased incorrectly, your account will automatically be refunded, and the tickets will be returned.

Membership General Terms of Use

1. **Presale Access:** All active members have access to ticket presales for most shows. Tickets are subject to availability and are not guaranteed.
2. **Non-Refundable Membership:** Membership purchases are non-refundable and cannot be exchanged. Once you have paid for your membership, the donation portion of any level of membership is non-refundable as it is considered a charitable donation.
3. **Ticket Restrictions:** Tickets purchased with a membership are personal licenses and are non-transferable. Reselling, giving away, or using tickets for commercial purposes without written consent is strictly prohibited. Additionally, tickets cannot be listed for sale on third-party reselling websites or applications. Violations of these conditions may result in the cancellation of your membership without a refund.
4. **Membership Levels:** Fan and Insider memberships are for one person. Champion, Headliner, Legend can be used by two adult members of the same household. Icon membership can be used by four members of the same household. Memberships cannot be shared between friends or non-cohabiting individuals.
5. **Membership Duration:** Membership is valid for 12 months from the purchase date. Renewal reminders will be sent via email starting the first day of the expiration month. Memberships can be cancelled anytime by contacting the membership team; however, no refunds are offered.
6. **Auto-Renewals:** Memberships purchased online, over the phone, or in-person on or after September 1, 2026 (excluding purchases made by residents of Quebec or any country outside of Canada) are subject to automatic renewal unless member opts out when they sign up. Members can update auto-renewal preferences at any time by emailing membership@mh-rth.com. If membership rates change, members will be updated before auto-renewal payment is made.

7. **Concession Credits:** Are added to members' accounts upon joining or renewing. Unused credits will expire at the end of the twelve-month membership.
8. **Code of Conduct:** Members shall abide by and observe the [Code of Conduct](#) applicable to Massey Hall, Roy Thomson Hall and Allied Music Centre including any terms and conditions agreed to by ticketholders for each Event;

Members Lounge Terms of Use

1. **Access:** Champion, Headliner, Legend, and Icon Members must present a valid digital membership card for lounge access at select events. Guest access varies by level and is outlined in the online membership account and on our website.
2. **Capacity Restrictions:** Access may be restricted if the lounge reaches maximum capacity, at management discretion.
3. **Guest Responsibility:** Members are responsible for their guests' actions and conduct, ensuring compliance with these terms.
4. **Code of Conduct:** Members must not interfere with others' use and enjoyment of the lounge. In the event of any failure by a member to abide by the [Code of Conduct](#), before, during or after an Event, Management reserves the right, in its sole and absolute discretion, to ask that Member leave the Members Lounge and Massey Hall, Roy Thomson Hall or Allied Music Centre and/or to terminate that Member's membership.

More information about our policies can be found [here](#).