



ROYAL
OPERA
HOUSE

AMERICAN FRIENDS INVITATION & GUIDE

As an **American Friend
of Covent Garden**
your membership
supports extraordinary
performances, remarkable
craftsmanship and
inspiring learning and
participation projects

Martina Serafin as Floria
Tosca ©ROH/Catherine
Ashmore, 2011



Welcome to the American Friends of Covent Garden

The American Friends of Covent Garden (AFoCG) plays a vital role in ensuring that The Royal Opera House can fulfill the ambitions we have for our work on our stages, in schools, colleges, in the community and beyond. Through its grants the AFoCG awards The Royal Opera House support for productions of opera and ballet as well as educational and outreach programs.

Individuals, foundations, and corporations resident anywhere in the world join the AFoCG out of a commitment to the opera and ballet as global art forms. They share – as perhaps you do – our love of opera and ballet and relish knowing about the wide variety of activities and events we present. Members enjoy our productions, both live on stage and in HD cinemas, as well as our Insights program, which provides fascinating behind-the-scenes opportunities to hear from directors, designers, artists and musicians. We are excited to announce that we plan to broadcast more Insights on YouTube to keep you up-to-date on performances at your leisure.

If you are already a member, I thank you. If you have just been introduced to us, please consider joining this extraordinary group of supporters. This handbook serves as an introduction to our organization and as a guide to our member benefits. The Royal Opera House very much appreciates the participation of the American Friends of Covent Garden and relies on their support of all the work we do.



Alex Beard, CBE
Chief Executive

A person is shown in a dynamic, low-to-the-ground pose, possibly a dancer or acrobat, against a dark background. The person's legs are extended horizontally, and their body is angled. Vertical light streaks or thin poles are visible in the background, creating a sense of depth and movement. The overall lighting is dramatic, with highlights on the person's skin and the background elements.

The Royal Opera House Season

Our Season runs from September to August and we have four booking periods: **Autumn**, **Winter**, **Spring** and **Summer**. The new Season is announced every spring, when we will send you a Season Guide which lists the following Season's productions.

As a Friend, you are able to book performance tickets four to six weeks ahead of the general public, depending on your membership level. Higher levels give enhanced access to the seats or productions of your choice. Priority Booking can be found on the AFoCG website: afocg.org/donate.php

Ticket limits can vary for each booking period, so please ensure you check the Friends' page when you log in before booking. Please also check the venue for each production as a few of our productions take place at theatres other than the Royal Opera House.

Cinema Season

The Royal Opera House Cinema Season sees Royal Opera House productions relayed live to more than 450 cinemas across the UK and the US. Please visit the AFoCG or ROH website for details and to find your nearest cinema to you.

Francesca Hayward and Edward
Watson in *Manon* ©ROH/
Alice Pennefather, 2014



Bryan Hymel as Henri and
Michael Volle as Guy de
Montfort in *Les Vêpres*
siciliennes ©ROH/
Bill Cooper, 2013



Season 2017/18

Priority Booking dates

Membership level	Fall	Winter	Spring	Summer
Patron	5 May	21 Jul	23 Oct	26 Jan
Benefactor	6 Jun	5 Sep	21 Nov	20 Feb
Supporter	7 Jun	6 Sep	22 Nov	21 Feb
Friend	14 Jun	11 Sep	27 Nov	27 Feb
Friends rehearsal tickets	5 Jul	27 Sep	13 Dec	13 Mar
Public booking	26 Jul	18 Oct	31 Jan	4 Apr

Sarah Lamb as Perdita
and Steven McRae
as Florizel in *The
Winter's Tale* ©ROH/
Johan Persson, 2014



How to book

Book online: **roh.org.uk** – any time.

By telephone: **+44 (0) 20 7 304 4000** Monday–Saturday, 10am–8pm.

This phone number is the general box office, not for Patrons which is:

+44 (0) 20 7212 9269

Booking online

When booking online, you will need to sign into our website **roh.org.uk** (please contact us on **membership@roh.org.uk** with your email address if you have not yet registered online). If you have previously booked tickets online then you should already have a log in. Please contact us if you have forgotten any login details.

Click on your name in the top right hand corner to access the Friends' page where you can find booking dates, ticket limits, an electronic version of the magazine and your membership and account details. If you scroll down the page you will also find rehearsal booking information. You can book all tickets through the 'What's on' page.

Packages

For each booking period, we offer Advance Booking Packages, which give you a discount when you book tickets for more than one upcoming production. For more information and for the latest packages available, visit **roh.org.uk/packages**.

Please check the terms and conditions to avoid disappointment.

Ticket enquiries

Please contact the Box Office on **+44 (0)20 7304 4000/4004** for all enquiries relating to:

- Purchasing tickets
- Exchanging tickets
- Re-selling tickets

Alternatively, please look online at **roh.org.uk/help**

Your questions answered

From booking dates to membership upgrades, here are answers to a few common members' queries. If in doubt, please call us on **+1 917 324 8277** in the US or **+44 (0)20 7212 9268** in the UK.

What does my membership support?

Your support as a member underpins every aspect of the Royal Opera House's work – its achievements onstage, the commissioning of new productions and funding of revivals, development for talented emerging artists and craftspeople, and extensive learning and participation programs.

I've just joined. What happens next?

You will be added to our list of members and receive a confirmation email within a week, which will include information about your privileges and you will receive your membership card separately soon thereafter. You will also begin to receive information regarding performances and events as well as AFoCG email updates on ROH activities in the US.

How do I know when to book?

Please check Priority Booking dates to know when to book. These can be found on the AFoCG website: **afocg.org/donate.php**. To access this page, please sign in with your email

address and password and then click on your name.

What if I forget my password?

Please email **membership@roh.org.uk** if you forget your password.

How many tickets can I buy as an American Friend?

The number of tickets varies from production to production, depending on casting and the number of performances and the limit is included on the Friends' page.

Where will I find ballet casting?

As soon as the ballet casting becomes available, it will be shown on the website under the details for the particular performance, as well as on the Friends' page. We will also let you know casting through our monthly e-newsletter sent to all members.

Why do some seats have a restricted view?

The Royal Opera House is a listed building with a horseshoe-shaped

auditorium. You can see each seat's view when booking tickets online using the 'Select your own' option so you can decide whether the view is suitable for your needs.

Why does the website say 'not on sale' when I know that the booking period has opened and my membership is valid?

Occasionally your website account can become out of sync with your membership status. The quickest way to resolve this issue is to sign out and then sign back in again to ensure the website gives you the correct advance booking privileges.

Why can I only choose one seat?

The ROH website offers two options to purchase tickets: you can either select your own, or select the best available. When you select your own, you need to select each seat separately. When selecting the best available, you pre-select the number of seats you want. We recommend using this method when booking opens, as it tends to be quicker.

What are the requirements to reserve the Royal Box?

For information about hosting an evening in the Royal Box, please contact Anna Keane at anna.keane@roh.org.uk or **+44 (0) 20 7212 9776**.

Can I upgrade my membership to a higher level during my membership year?

Yes, you can upgrade at any time and the Friends' team will prorate the unexpired portion of your membership. Please telephone **+1 917 324 8277** to upgrade.

How do I renew my membership?

Please visit our website at www.afocg.org/donate to renew.

What is the best way to find seats for sold out performances?

As tickets are sold in advance, it is inevitable that some of our supporters find that they are not able to attend a performance, event or rehearsal. We therefore recommend that you visit our website at regular intervals, particularly a day or two before the performance.

How do I sign in into my account?

In order for the system to recognize you, and your level of support, please go to roh.org.uk and sign in with your email and password. If you are not sure whether you have a password set up and have not booked before please contact Susan Fisher at susan.fisher@roh.org.uk.

The Friends' team

The Friends' team

The Friends' team is always very happy to assist you and to ensure that you are fully informed about upcoming events.

We manage your membership payment details, upgrade memberships (please phone us to upgrade your membership), organize gift memberships, and help with any general questions you may have.

We are also very happy to discuss any feedback regarding membership or your visit to the Royal Opera House. We are here to help you enjoy your membership and visits to the Royal Opera House.

We are extremely grateful for your support.

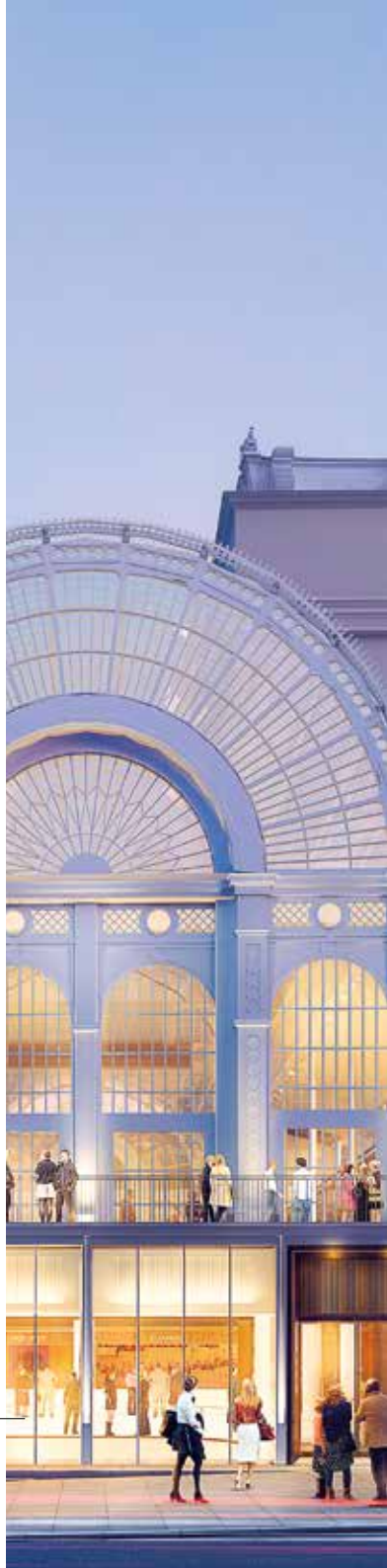
For further information, please contact us at:

USA

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American Friends of Covent Garden
610 Fifth Avenue, # 5155
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Open Up: Building for the future

We are currently undergoing a major building project to transform our front of house spaces and the Linbury Studio Theatre. You can keep updated at roh.org.uk/openup. We will also contact you by email with news and developments.

Bow Street exterior
©Stanton Williams

Dimitri Platanias as
Rigoletto with the
Royal Opera Chorus,
Rigoletto, Act I © ROH/
Johan Persson, 2012



How to become more involved

Come to a general rehearsal

A limited number of general rehearsal tickets for some productions are available to Friends. These are mostly located in the Amphitheatre, and rehearsals usually take place during the daytime or on a Saturday morning. You can see how many rehearsal tickets you can buy and when by signing in online at **roh.org.uk**.

Participate in an Insight event

Our extensive learning and participation program, generously supported by The Paul Hamlyn Education Fund, encompasses events including talks, sing-alongs, lectures and opportunities to watch classes or rehearsals. More information can be found at **roh.org.uk/insights**. We stream many of our events throughout the year, so please follow the announcements in our e-news or website.

Experience a backstage tour

Visit the backstage and front of house areas at the Royal Opera House or go behind the scenes at the Bob and Tamar Manoukian Production Workshop in Thurrock. More information can be found at **roh.org.uk/visit/tours**.

Philanthropy

Your support as an American Friend underpins our work and provides a vital source of income to help us fulfil our artistic ambitions. We are very grateful for this. There are many other philanthropic opportunities at the Royal Opera House that we hope may interest you, including giving to a fundraising appeal, entering our annual Grand Draw, naming a seat in the auditorium, supporting a production, becoming a Patron or leaving a gift in your will. For more information please visit **roh.org.uk/support**.

Beatriz Stix-Brunell as Alice and
Ricardo Cervera as the White Rabbit
©ROH/Bill Cooper, 2012



The rewards of membership

American Friends of Covent Garden (AFoCG) has helped to support the work of The Royal Opera and The Royal Ballet, in Covent Garden and on tours around the world, for nearly 50 years. The AFoCG enhances access of American audiences to performances by The Royal Opera and The Royal Ballet, whether in London or the United States, live or digital.

You are cordially invited to join or renew your membership in the AFoCG and receive priority for your opera and ballet ticket requests in addition to other special privileges. Your contribution will help fund new productions and revivals, as well as support education programs.

American Friends of Covent Garden is a 501 (c) (3) organization that allows United States taxpayers to receive tax deductions on contributions to the extent provided by the IRS.

Friend: \$600*

(Equivalent to UK Supporting Friend)

- Advanced performance schedule and order information for all Royal Opera and Royal Ballet performances
- Priority in requesting at least two tickets per production, limited number of rehearsal tickets and Insight Program events
- Invitation to view online the annual Season Preview presentation by senior artistic staff
- Full-year subscription to the *Royal Opera House Magazine*, featuring news and production insights (published quarterly)
- Annual Season Guide
- Listing of your name on The Royal Opera House and American Friends of Covent Garden websites
- 10% discount in the Royal Opera House shop (not available on the website)

*tax-deductible contribution

/continued

Your benefits

The rewards of membership

/continued

Supporter: \$1,200*

(Equivalent to UK Premium 1 Friend)

All of the above privileges, plus:

- Advance booking ahead of the Supporting Friends
- Invitation to and priority booking for gala events
- Invitation to a cocktail reception on the first night of production supported by the AFoCG

Benefactor: \$3,024*

(Equivalent to UK Premium 2 Friend)

All of the above privileges, plus:

- Advance booking ahead of the Premium Friend
- Private backstage tour for you and your guests on request
- Priority in requesting tickets to selected Royal Opera House events including ballet master classes as part of our Insight Program
- Invitations to special events in New York City and London

Patron: \$6,050*

(Equivalent to UK Individual Patron)

All of the above privileges, plus:

- Highest priority advance booking
- Highest level of priority for ordering four tickets per performance
- Personal ticket service by telephone or email through the Patron box office at the Royal Opera House
- Priority in purchasing two tickets to every dress rehearsal
- Opportunity to purchase tickets in the Royal Box and dinner in the adjacent Royal Retiring Room
- Invitation to special events with artists and management

*tax-deductible contribution

You can renew or upgrade your membership by contacting:

Elizabeth Gray Kogen
American Friends of Covent Garden
610 Fifth Avenue, # 5155
New York, NY 10185
Telephone: **+1 917 324 8277**
Email: **af@afocg.org**

Lauren Cuthbertson as
the Sugar Plum Fairy
and Federico Bonelli as
the Prince in *The
Nutcracker* ©ROH 2015.
Photographed by
Tristram Kenton



American Friends of Covent Garden is a 501 (c) (3) organization that allows United States taxpayers to receive tax deductions on contributions to the extent allowed by the IRS.

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