

Complimentary Ticket Policy

Effective January, 2019

Complimentary Tickets for Productions:

- 1) Cast, Crew, Directors, Designers, Musicians/Pit and all other members of each individual production team will receive one complimentary ticket for their work. This ticket must be used during the production that it was earned for and can be given to a family member or friend to use.
- 2) Each production is entitled to (10) complimentary tickets for special services rendered for that production by persons not already a part of the cast, crew, or artistic team. The complimentary tickets will only be valid during the same production.
- 3) Complimentary tickets are under the sole control of the producer.
- 4) The Board of Directors and/or general membership may vote for additional complimentary tickets as needed if the occasion arises.
- 5) Members of a production's artistic team (director, producer, designers) may attend any performance of the given production at no charge.
- 6) Members of the Board of Directors and Lifetime Members may attend one performance of each production free of charge.
- 7) Regardless of how a complimentary ticket is earned, it is required that a reservation be made in advance by calling or emailing the box office in order to redeem the complimentary ticket. A complimentary ticket user will not be asked to give up their seat to a paying patron in the event of a sold out performance if they have reserved their seat in advance and redeemed the complimentary ticket at the box office at least 10 minutes prior to the performance curtain time. Preference will be given to paying patrons when a performance is sold out and a waiting list is created. All persons wishing to use a complimentary ticket for such a performance and who did not make a reservation in advance will be placed below paying patrons on the waitlist.

Pre-Production Work:

- 1) Members and volunteers may earn one complimentary ticket for pre-production work such as set builds and theatre clean up. Regardless of how many times a person volunteers, they will only receive one complimentary ticket for all pre-production work. The complimentary ticket will only be valid during the production it was earned in.
- 2) The Producer of each production is responsible for tracking who attends each pre-production event and distributing the complimentary tickets as appropriate when all pre-production work is completed.

Front of House and Post-Production Work:

- 1) Members and volunteers who serve in a Front of House position such as Box Office, Usher, or Car Parker will be allowed to stay and watch the performance they are working for, free of charge.

- 2) An appropriate amount of seats will be reserved in the theatre to ensure all FOH volunteers may watch the performance, even if a particular show is sold out.
- 3) The House Manager is the only FOH position that will not be able to watch the performance they volunteered for, due to the responsibilities of the job. Instead, a physical complimentary ticket will be given to the House Manager to use at a future performance of the same production. The closing night House Manager may arrange with the producer and box office coordinator to attend an earlier performance of the production they are volunteering for.
- 4) The strike of each production is the responsibility of the cast, crew, and production team of that production to complete and is not eligible for a complimentary ticket to be earned.

General Notes:

- 1) The required Front of House staff for each performance includes:
 - a. 1 House Manager, 1 Usher, and 1 Box Office
 - b. 0-2 Car Parkers may be requested for each performance at the discretion of the producer and Hospitality Committee Chair.
 - c. (2) Box Office volunteers will only be requested if advanced ticket reservations of any performance total 100 or more. This should be the total combined number of "invoice" reservations and sold (paid) tickets. The Box Office Coordinator is responsible for watching the ticket sale numbers and communicating with the Hospitality Committee Chair to add additional box office staff volunteer slots to Sign-Up Genius as needed.
 - d. The producer of each production will work with the Hospitality Committee Chair to determine what FOH volunteer positions are needed for each performance.
- 2) The Final Dress Rehearsal of each production is a DCP *members only* event, with the exception of parents of minors in the cast and crew.
- 3) DCP Members are eligible for a \$2 discount on their ticket to one performance of each production. This discount will only be applied to the member's ticket, not to each ticket in their order and this benefit cannot be transferred to another person. A member must present their membership card at the box office in order to receive the discount.
 - a. The membership card issued to each member in good standing at the beginning of every season should include the numbers 1-9 on it to represent each production in the season. When a member wishes to receive their \$2 discount they must present their member card to the box office staff and have the appropriate production number on their card punched to ensure the discount is only used once per production.