

## Williamsburg Players, Inc. Policy and Procedures Manual

Title: Complimentary Tickets (“comps”)		Number:
		e file name: comptkt.wpd
Date	Change Summary	
4/21/98	Initial inclusion in P&P Manual	
7/25/00	Revision to address control problems	
1/9/01	Revise word to correct typographical error	
5/15/01	Revise and clarify policies	
2/2005	Revise and clarify policies	

(Note, policies are statements or rules, procedures are methods or courses of action. The vertical line in the margin denotes last revision.)

1. **Objectives or Purpose:** This provides comprehensive policies and procedures for the use and management of Complimentary Tickets. They represent an in-kind gift valued at the cost of a general admission seat and should not be considered free or valueless.
  
2. **Policies or Procedures:**
  - a. The responsibility of managing and issuing “Comp” tickets falls under the control of the Box Office (Box Office Manager). (Feb 2005)
  - b. ~~“Comp” tickets are kept in stock by the Box Office Manager.~~ (Feb 2005)
  - c. “Comp” tickets are good for any performance (within a production), but are not transferable to other performances. (May 1991). All tickets are transferable to other people and are subject to availability unless booked in advance (Feb 2005)
  - d. “Comp” tickets will be ~~provided~~ offered to the reviewers for the local media on each show. ~~upon request of the reviewer~~ (4/21/98). (Feb 2005)
  - e. Two “Comp” tickets will be awarded to each director, producer, light and set designer, costumer, cast member, backstage hand and light board operator. All others associated with the production will receive one comp ticket (Sept 23, 1992). (Feb 2005)
  - f. The responsibility of identifying the persons to be awarded “Comp” tickets regarding the production of a show shall fall to the Producer of the show. Producers shall notify the Box Office Manager prior to the opening of the performance run of the list of persons to receive “Comp” tickets. ~~Production Department (VP of Production) because of the connection to the Producers of each show.~~ Specified by the Board on May 1991, reaffirmed Dec. 1, 1992, revised by the Board 7/25/00.
  - g. The responsibility of identifying the persons to be awarded “Comp” tickets regarding the jobs outside the direct production of a show (usher, box office volunteer, etc.) shall fall to

the Executive Committee Vice President or designated staff person responsible for the ~~management~~ for coordination of volunteer resources or persons. Staff and Executive Committee members ~~shall notify the~~ The Box Office Manager shall be notified prior to the opening of the performance ~~run a list of persons to receive "Comp" tickets.~~ (Feb 2005)

- h. Show Directors will need to pay for extra tickets if they use up their "Comp" ticket allotment and the show is sold out, per Board action in August 1992. If they personally want to see the show and the theater is not full they can see the show (1 seat). This is not a seat they can put a guest, friend, or relation in (modified 4/21/98).
- i. If volunteer stays for the show worked, that will count as one of their "Comp" tickets.
- j. Open dress attendance does not require a "Comp" ticket or other ticket.
- k. The Board of Directors may request "Comp" tickets in any reasonable quantity for the purposes of public relations by contacting the Box Office Manager prior to the opening of the performance run with a list of persons to receive "Comp" tickets. (Board Action 3/01)
- ~~l. "Comp" tickets need to be surrendered at the box office when picking up theater admission tickets.~~