

## Northern Illinois University School of Theatre and Dance

### Complimentary Ticket Policy

*A complimentary (comp) ticket to School of Theatre and Dance performances is for one free admission and issued only by the Holmes Student Center Theatre Box Office during normal business hours (12 p.m. to 6 p.m. M-F, except dark Fridays only until 2 p.m.). The School of Theatre and Dance authorizes the number of comp tickets available to any given performance or production. SoTD also approves the list of people or positions eligible to receive complimentary tickets and the number of tickets that can be provided to them. The School reserves the right to deny any and all requests for comp tickets, if necessary, in order to accommodate students that are required to attend productions, season subscribers and any other paid patrons.*

#### ELIGIBILITY

You are eligible to receive a comp ticket if you are:

- School of Theatre and Dance faculty, staff and alumni
- VIPs and guests as defined and designated by the school's director, marketing director, or faculty
- Guest directors, designers (including student) and other theatre artists associated with a production
- Administrative staff of Northern Illinois University
- Donors and contributors listed with the College of Visual and Performing Arts Dean's office.

Courtesy tickets are also available to various theatre and media professionals such as reviewers, adjudicators, artistic directors, casting agents, media and theatre directors, designers, actors, and other theatre artists and technicians. These ticket requests, however, must be made through the SoTD Director or Marketing Director for approval prior to request through the SoTD Box Office, and will be approved at their discretion.

Note: No one designated as cast, crew or assistants working on a production are eligible for comp tickets.

#### TICKET LIMITS

Generally, up to **two** complimentary tickets during the run of a production are allowed for personal use for anyone designated as eligible (see above). Additional tickets may be requested by faculty or administrative staff of the School of Theatre and Dance, subject to availability and sufficient advance notice.

#### AVAILABILITY

Request early by phone (753-1600, 12pm – 6pm) or email ([sotdboxoffice@niu.edu](mailto:sotdboxoffice@niu.edu)). **Walkup requests for complimentary tickets on performance nights are subject to seating availability, and your status as faculty or member of the production team does NOT entitle you to bypass paying customers in line at the box office window.** There are no guarantees that seats will be available for comp requests and are provided only on a first-come, first-serve basis. **This means that comp tickets cannot be issued for performances that have sold out.** Also, regardless of sufficient advance notice, the request for additional comp tickets may be denied for productions with limited seating (Diversions Lounge, Players and Corner Theatre productions). House seats MAY be released for sale and comps issued by house management staff just before scheduled performance start time, but these seats are only available upon release and on a first-come, first-serve basis. **You may NOT request early release of house seats, as they are to be released and sold to paying customers already in the box office line, as first-come, first-served.** Again, request early.

#### ORDERING COMP TICKETS

Complimentary tickets requests can be made **via email** at [sotdboxoffice@niu.edu](mailto:sotdboxoffice@niu.edu), using the form available online at [ww.niu.edu/theatre](http://ww.niu.edu/theatre) or directly from the SoTD Box Office during normal operating hours on weekdays from 12:00 p.m. until 6:00 p.m. (only until 2:00 p.m. on dark Fridays). As noted above, please note that completing the request does not guarantee seats, and are subject to School of Theatre and Dance approval and seat availability.

If you have an alternate performance date that would be acceptable, please so indicate in any written, phone or email request.

#### **TIME RESTRICTIONS FOR REQUESTING COMP TICKETS**

Ticket requests can be made three weeks before each production up until 24 hours before scheduled curtain time the day of the performance you wish to attend, subject to availability as noted above. Comp tickets cannot be reserved for any show not yet available for sale. In addition, the Box Office can only process ticket requests during regular business hours and one hour before performances. Emailed requests **must be received at least 24 hours before the performance and will not be processed** during the period one hour before curtain.

#### **COMPLIMENTARY TICKET DISCLAIMER**

Complimentary tickets are a part of most theatre management patterns. In addition to serving as recognition for donated services or professional relationship to a theatre organization, comps can be issued for several other reasons. With comps, you can:

- “Paper the house,” thereby creating large audiences and a concomitant higher level of excitement that will in turn generate word of mouth interest in subsequent performances.
- Promote the value of your program in order to woo people into financial or others forms of support.
- Inform or educate people about your work, especially those who have some influence over the direction it will go, or levels at which it will be produced.

On the other hand, providing comps at all **raises an ethical question of equitable treatment of persons** when a patron paying for the production is seated next to someone seeing the same play for free. This same ethical issue is even more a problem when paying customers, as well as students required to see a production, cannot get seats at all and someone who has a free seat was able to get in.

Therefore, the School of Theatre and Dance will make every effort to accommodate all ticket requests; however, comp tickets are issued on a "first come, first served" and “as available” basis. Due to limited space available within this particular theatre, **there are a limited number of complimentary tickets issued per show**. We will do our best to honor your ticket request, but comp ticket availability cannot be guaranteed. Again, request early.

You may pick up your complimentary tickets at the School of Theatre and Dance Box Office anytime during normal operational hours, 12:00 p.m. to 6:00 p.m. M-F (or 12:00 p.m. to 2:00 p.m. on dark Fridays) or on the night of the show at the Will Call window/table. The Box Office opens one hour prior to curtain. Comp tickets will be issued in your name. Please collect your tickets **at least fifteen minutes prior to curtain**. At fifteen minutes prior to curtain, any unclaimed comp tickets may be released for general sale and you will have to return to the waiting list.