

Arts Industry

Complimentary ticketing policy

Overview

The complimentary ticketing service exists to help get artists' work in front of the industry professionals they'd like to connect with.

The use of the complimentary ticketing request service is reserved for industry professionals who have the capacity to directly buy work and provide significant onward opportunities. It's designed to enable industry professionals to see a greater range of work, rather than replace the cost of tickets altogether.

Accreditation does not guarantee access to complimentary tickets.

If complimentary ticketing is granted, all requests are subject to availability and approval by the Arts Industry Office and / or a designated representative of the show.

Please bear in mind that these tickets will have a cost implication to artists / companies, so we encourage you to support artists by purchasing tickets where possible.





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Terms and conditions

- The Arts Industry Office reserves the right to contact the accreditee for more information about their position to directly buy work in cases where their accreditation application contains insufficient information.
- Complimentary ticket requests have a cost implication for artists / companies, so the service is not designed to replace the cost of tickets altogether but rather to help accreditees to see a greater quantity and range of work than their own budgets allow.
- All requests for complimentary tickets through the Fringe Society's Arts Industry Office must be submitted through the arts industry ticketing request site. Complimentary ticket requests cannot be taken via email or phone.
- All complimentary ticket requests must be received at least 24 hours in advance of the show start time.
- If a ticket request has not been processed within 48 hours, it will be automatically declined and released for general sale. Accreditees are welcome to put in another request or approach the company and / or venue themselves.
- There is a maximum of one complimentary ticket per organisation per show per season; additional tickets may be purchased at the Arts Industry Office and tickets.edfringe.com (if there is Fringe allocation remaining) or at the venue box office.
- Accreditees agree to only request tickets relevant to their programming remits. Requests will be checked against the accreditee's programming interests and biography provided on their accreditation form; only requests for shows that fit those criteria will be processed.
- Where a request for a complimentary ticket is unsuccessful, accreditees may purchase tickets at the Arts Industry Office and tickets.edfringe.com (if there is Fringe allocation remaining) or at the venue box office.
- Where a complimentary ticket has been approved, the e-ticket can only be used by the accreditee who made the initial request through the Arts Industry Office. Tickets will not be issued to third parties.
- By requesting a complimentary ticket, the accreditee agrees that the designated representative of the show may be notified of the accreditee's request; this will include the accreditee's name, organisation, job title, biography and the email given for artists, as provided on their accreditation form.
- By receiving a complimentary ticket, accreditees agree to attend the show once a ticket is processed or they must notify the Arts Industry Office to cancel and refund the ticket.
- The Arts Industry Office reserves the right to cancel access to accreditation / complimentary ticketing in any instance where the above terms and conditions are not adhered to.