

Harrow Arts Centre Complimentary and Gifted Tickets Policy

Complimentary Tickets

Harrow Arts Centre may provide complimentary tickets for the purposes of audience development, partnership development, marketing and promotion, good customer service and fostering strategic support.

The number of tickets given, and who they are given to, will be at the discretion of Harrow Arts Centre management.

Performing companies will be allocated up to a maximum of 4 complementary tickets to one of their performances at Harrow Arts Centre for their own use, this will be stated in their Performance Contract.

Private hirers of the performances spaces at Harrow Arts Centre may distribute complementary tickets for their own shows, but this must be agreed in writing with Harrow Arts Centre if the Box Office are selling tickets on behalf of the organisation.

Gifted Tickets

Harrow Arts Centre may provide tickets to be used by other organisations as gifts or prizes for the purposes of audience development, community engagement, marketing and promotion.

Organisations receiving Harrow Arts Centre gifted tickets must be:

- Based in Harrow
- Charity or not-for-profit organisations (including schools and colleges)
- Using the tickets as a gift or a prize to support fundraising for their organisation

Organisations may receive up to two individual tickets or one family ticket per year agreed by Kerry Blackburn, Arts Information Officer or Jo Saunders, Service Manager – Arts & Events.

Gifted tickets have no cash value and cannot be sold, refunded or exchanged under any circumstances.

All gifted ticket allocations will be recorded in an annual log.