

# Arts industry complimentary ticketing policy



## Overview

The complimentary ticketing request service (CTRS) allows accredited industry members to request a free ticket to a show they have a professional interest in programming or developing. It exists to help artists make their work available to industry. Use of CTRS is reserved for accredited industry professionals who have the capacity to directly buy work and provide significant onward opportunities. **It is not designed to replace the cost of purchasing tickets altogether;** rather, it's about enabling industry professionals to see a greater range of work.

Accreditation with the Arts Industry Office does not guarantee access to CTRS. If access 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 for artists and companies, so we encourage you to support artists by purchasing tickets where possible.



Giselle: Remix (2025) Pleasance  
By David Monteith-Hodge

The Arts Industry Office reserves the right to cancel access to accreditation / complimentary ticketing in any instance where the terms and conditions are not adhered to.

## Terms and conditions

- There is a maximum of **one** complimentary ticket per organisation per show per festival season; additional tickets may be purchased via the Arts Industry Office and Fringe Box Office (subject to availability), or at the venue box office.
- If a complimentary ticket request is declined, accreditees are invited to purchase tickets via the Arts Industry Office or the Fringe Box Office (subject to availability), or at the venue box office.
- All requests for complimentary tickets via the Fringe Society's Arts Industry Office must be submitted through CTRS. Complimentary ticket requests cannot be taken via email or phone.
- Requests cannot be made within the **24-hour period before** a show's start time.
- For requests made further in advance, those not processed by a show representative within **48 hours** will time out and be automatically declined and released for general sale. Accreditees are welcome to submit another request or approach the company and / or venue themselves.
- 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 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. Approved complimentary tickets must not be shared with third parties.
- By requesting a complimentary ticket, the accreditee agrees that the show's designated representative may be notified of the complimentary ticket request; this notification will include the accreditee's name, organisation, job title, biography and primary email address, as provided on their accreditation form.
- By receiving a complimentary ticket, accreditees agree to attend that performance of the show, or they must notify the Arts Industry Office to cancel the ticket.