COMPLIMENTARY TICKET REQUEST PROTOCOL

COMP LIST SUBMISSION

All general departmental comp lists need to be submitted no later than two weeks prior to the first Mason Gross event of the semester in Excel or Word format via email to the attention of the Program Coordinator, Christi Cayea (ccayea@masongross.rutgers.edu) with a c.c. to Operations Manager, Jessica Cogan at (jcogan@masongross.rutgers.edu).

Submitted By: (or an authorized representative of):

- Carol Thompson  Theater Department general faculty/staff/retirees
- Anne Marie Francis  Dance Department general faculty/staff/retirees
- Terri Bertsche  Music Department general faculty/staff/retirees
- Sharon Masso  Visual Arts Department general faculty/staff/retirees
- Karina Daves  Rutgers Center for Digital Filmmaking general faculty/staff/retirees
- Lisa Passalaqua  Mason Gross Dean’s Office, Extension Division and Arts Online staff/retirees

Comp lists specific to performances will be provided to the Program Coordinator by the event conductor or stage manager as soon as possible.

Should Include:

- Names of current authorized students, employees, retirees, soloists, non-Mason Gross personnel involved in the event.
- The number they are allowed to receive, either per performance or per event.
- Students authorized to receive Rush tickets (Theater and Dance only)

If a list is not submitted by the time the complimentary tickets are requested, the Ticket Office will distribute complimentary tickets utilizing the program or program copy when received - but not before.

Generally Complimentary Tickets Are Available To:

See Complimentary Ticket Policy for current departmental information.

Who Won’t Get Complimentary Tickets:

- Those that are not on the lists submitted by the department or are not on the program copy.
- Those that are not authorized as per departmental complimentary ticket policy.

If the requester is refused complimentary tickets based on either of the criteria above, the requester will be referred directly to the representative of the department or ensemble of affiliation. The representative can then inform the Program Coordinator (Christi Cayea: ccayea@masongross.rutgers.edu) via email at any time up to two (2) hours prior to the scheduled performance time.

Departmental Responsibilities:

In order to assure proper tracking of complimentary tickets and as a matter of respect to the students, faculty and staff, it is requested of each department that they assure proper distribution of the above protocol to its current students, faculty and staff, and retirees.

In addition, it is requested that each department support the Ticket Office staff in upholding the above protocol and departmental policies. In the event of a dispute that cannot be rectified in a professional manner by the Ticket Office Management staff, the requester will be referred directly to the department of affiliation’s representative for further clarification of protocol and departmental policies.
CLAIMING COMPLIMENTARY & RUSH TICKETS

COMPLIMENTARY TICKETS

Step One: Obtain and Complete a Complimentary Ticket Request Form

A Complimentary Ticket Request Form must be submitted to claim complimentary tickets. Complimentary Ticket Request Forms are available in the Main Ticket Office. The Ticket Office Management is also happy to email the form upon request.

Step Two: Submit Form to the Ticket Office

Complimentary Ticket Request Forms must be submitted to the ticket office during daytime ticket office hours of Monday through Friday 10am-5:30pm and Saturday noon-5:30pm. Complimentary tickets can be requested as far in advance of the performance as the requester desires. However, the Ticket Office will not process the request until the applicable list and/or program copy has been submitted.

Complimentary Ticket Request Forms can be completed in person at the main ticket office OR completed and mailed/hand delivered to the ticket office.

Step Three: Allow 1 Business Day for Processing

The request is processed and tickets issued only after the form has been completed, signed and submitted to the ticket office. Complimentary tickets are distributed only if available. The requestor is responsible for confirming the processing of the tickets. If tickets are needed the same day, see the Faculty/Student Rush protocol below.

Step Four: Pick Up (Form must be submitted in order to receive complimentary tickets)

Come into the Ticket Office during the daytime ticket office hours, complete the form and walk away with the ticket(s). If you cannot come to the ticket office during daytime ticket office hours, tickets will be held in Will Call for pick up at the Main Ticket Office during daytime ticket office hours or at the venue from 1 hour prior to the scheduled performance time on the day of the event.

Prices for Additional Tickets

All additional tickets must be purchased at the normal ticket price. Faculty and staff can get two (2) additional tickets at the employee rate. Students can get one (1) additional ticket at the student rate. ID is required.

Recruitment (Unlimited- Faculty/Staff Only)

An unlimited amount of Complimentary Tickets for recruitment purposes is available upon authorization by conductors or the departmental representative for their department only. The Comp Request Form must be completed as per the protocol above by an appropriate representative of the department.

Conditions

- All requesters of comps must appear on the departmental list provided.
- Valid RU ID is required to claim tickets.
- Complimentary tickets are never guaranteed and are distributed on an as available basis.
- The Ticket Office will process complimentary tickets during daytime ticket office hours only.
- Any additional complimentary tickets desired beyond the standard policy must be authorized via email to the Ticket Office Managers by an authorized representative of the event.
- Complimentary tickets are not transferable. The person requesting the comp must be present to complete the transaction.
- Complimentary tickets are not combinable. We cannot exceed the authorized amount of tickets per performance per person.
- Complimentary tickets are not available for State Theatre events, Christmas in Carol and Song, Mason Gross Presents... or Rutgers in New York events. Other exclusions may apply.
**RUSH TICKETS**

Rush tickets are **not** departmental complimentary tickets. A Complimentary Ticket Request Form is **not** required for rush tickets.

**Students**

Student Rush tickets are distributed one (1) per Rutgers ID on an as available basis only. Student Rush tickets are **pre-printed** and distributed **starting at a half-hour (1/2) prior** to the scheduled performance time.

- Theater: MFA, BFA and declared theater BA students can receive one (1) Rush ticket to theater events. They must be on the list provided by the theater department. Actors and running crew who are working during performance time are not eligible for Rush tickets.
- Music: All Rutgers students with a valid RU ID can receive one (1) Rush ticket for most music events. (Exclusions apply.)
- Dance: One (1) per performance at the Mastrobuono Theater **only** for declared dance BFA and BA majors and minors w/ RU ID. Dancers and running crew who are working during performance time are not eligible for rush tickets.

**Mason Gross Faculty**

Mason Gross Faculty can receive two (2) **Faculty Rush** tickets anytime within **one (1) hour prior** to the scheduled performance time.

- Faculty and staff may only Rush performances within their **department of affiliation**.
- Faculty Rush tickets are pre-printed and placed in the **best possible available seats** for reserved seating events. (NOTE: If you require specific seating, please acquire them through the complimentary ticket protocol above.)

**Conditions**

- For all Faculty Rush and for Theater and Dance Student Rush, all requesters **must appear on the departmental list** provided.
- **Rutgers ID is required** for pick up.
- Rush tickets are **never guaranteed and are distributed on an as available basis**. The Ticket Office reserves the right to cea**se Rush ticket distribution** in the case of a reasonably imminent sold out house.
- The option of choosing specific seating is **not available** for Rush tickets.
- If the event is a reserved seating event, the patron must sit in the assigned seat printed on the ticket.
- The Ticket Office will **not process Rush** tickets during daytime ticket office hours
- Rush tickets are **not exchangeable**. A Rush ticket for a specific performance **must be used** for that performance.
- Rush tickets are **not combinable**. We **cannot exceed the authorized amount** of tickets per performance per person.
- Rush tickets are **not transferable**. The **person requesting** the Rush ticket **must be present** at the time of the transaction.
- Rush tickets are not available for State Theatre or George Street Playhouse events, Christmas in Carol and Song, Mason Gross Presents... or Rutgers in New York events. **Other exclusions may apply.**