

PLYMOUTH ARENA

COMP TICKET POLICY

VERSION: 2.0

DATE: 06/11/2025

REFERENCE NUMBER: PA/IND10/2025/CTP

RESPONSIBLE PERSON: SLT

DATE FOR RENEWAL: NLT 5 YEARS

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YOURS.**

COMP TICKET POLICY

PURPOSE

We believe that it is important for Plymouth Arena employees to be able to enjoy live performances and events, and in doing so appreciate the 'customer experience' of the venue first hand. This policy aims to ensure that the system is fair and transparent, while providing guidance on the allocation and issue of the tickets. These tickets are referred to as 'Comp Tickets'.

SCOPE

This policy applies to all employees who have worked for either organisation for three months or more; at which point they can opt to be entered into a staff draw to receive Comp Tickets, for themselves, providing they are not required to work in their own department for the event.

POLICY

ELIGIBILITY

For all performances or events a draw will take place for those wishing to obtain Comp Tickets, to give each person a fair and equal chance. There may, however, be a small number of performances where Comp Tickets are not available, or are unfortunately withdrawn ahead of the show.

Any member of staff who has worked for either organisation for three months or more can be entered into a staff draw to receive tickets.

Any employee who has requested Comp Tickets but fails to use them on two or more occasions within a rolling twelve-month period will be disqualified from requesting tickets for a further twelve months.

Any tickets requested will not be issued should the employee leave the organisation.

Employees are only eligible to transfer their Comp Tickets to a third party a maximum of five times in any twelve month rolling period.

COMP TICKETS

Each individual Comp Ticket allocation is for a pair of tickets.

These tickets are non-transferable to a third party, unless agreed by either the CEO or Facilities Director at least 48 hours in advance of the performance or event. Comp Tickets must, under no circumstances, be sold, passed on or used for any form of personal gain.

There will be no advance issuing of tickets.

The Duty Visitor Services Manager has the right to relocate Comp Ticket holders during the show, for instance to Balcony Standing, in order to manage customer service situations.

All Comp Tickets must remain within the capacity of the venue for that particular show.

Comp Tickets, as set out in this Policy, are the only way to gain complimentary access to a performance or event. No other ways should be attempted. For example, asking the Promoter or Tour Manager to be

put on the guest list, or utilising other business areas to watch the performance or event, including Technical Offices.

SENIOR MANAGER AND TEAM LEADER TICKETS

Senior Managers and Team Leaders will be allocated two tickets for all shows.

These tickets are for personal use, unless agreed by either the CEO or Facilities Director in advance of the show, and in accordance with this policy.

HOUSE SEATS

House seats will be left clear and not used for Comp Tickets, unless agreed in advance by the CEO and included on the Comp Tickets Spreadsheet. These will instead be used for re-seating customers on the night.

ENFORCEMENT

EMPLOYEE

Every employee has a responsibility to follow Plymouth Arena Policy and procedure regarding Comp Tickets.

Off-duty employees, and their guests, are not permitted to enter the Arena without a ticket, deviation from this policy is allowed only at the CEO or Facilities Director's discretion.

NON-COMPLIANCE WITH THIS POLICY MAY BE REGARDED AS GROSS MISCONDUCT AND SUBJECT TO THE COMPANY DISCIPLINARY PROCEDURE; A POSSIBLE OUTCOME OF WHICH IS DISMISSAL FROM THE ORGANISATION.

MANAGERS, SUPERVISORS AND COORDINATORS

It is the responsibility of Managers, Supervisors and Coordinators to ensure all members of staff are aware of this Policy and the procedures set out within it.

Where applicable, it is the responsibility of Team Leaders to inform any team member of their disqualification from obtaining tickets, if they have failed to use Comp Tickets issued to them on two or more occasions within a rolling twelve-month period.

PROCEDURE

REQUESTING COMP TICKETS

Once a show goes on sale, all eligible employees have the opportunity to be entered into the draw.

Staff members must request to be entered into the draw by supplying a Duty Ticketing Manager their name and a contact telephone number (preferably mobile), so that they can be contacted easily if required.

Requests must be made directly by staff members, and not via any third parties.

FACILITATING THE STAFF DRAW

The name and telephone number of all employees wishing to be entered into the draw will be recorded in a password controlled 'Comp Tickets Spreadsheet' and will be drawn one month in advance of the event.

Draw winners will be announced in an All Staff email, a copy of which will be posted on the Staff Notice Board. Draw winners will not be contacted directly.

The allocation of Comp Tickets will be recorded electronically on the Comp Tickets Spreadsheet and will be regularly reviewed by the CEO.

FACILITATING A NAME CHANGE

These tickets are non-transferable to a third party, unless agreed by either the CEO or Facilities Director at least 48 hours in advance of the event.

The name of the new attendee will be added to the Comp Ticket Spreadsheet, along with the reason for the transfer.

When submitting a name change request, a genuine reason for the change should be outlined, so that fair consideration can be given to the request alongside any outstanding staff requests.

ISSUING COMP TICKETS

There will be no advance issuing of tickets. Tickets can be collected only from the Box Office on the day of the event, and only once venue doors have opened.

Staff and/or their guests will be aware that there are members of the public in this vicinity and will not make reference to their 'free staff' or 'comp' ticket.

Tickets will not be issued unless accepted photographic identification is shown (employee staff pass, valid passport or driving license).

Non-attendance will be recorded in The Comp Tickets Spreadsheet and details will be sent to Team Leaders fortnightly so that, where applicable, they can inform employees of their disqualification from obtaining tickets.

For shows that are not sold out, with CEO authorisation, the Duty Ticketing Supervisor may allow additional staff to have Comp Tickets 48 hours prior to the event. There may be a maximum set for the number of tickets allowed. These allocations will be included in the Comp Tickets Spreadsheet.

FRIENDS AND FAMILY COMP TICKETS

If prior to the draw being made there are still seats left in the Comp Ticket allocation, with CEO authorisation, a Duty Ticketing Manager may invite further requests via an All Staff email, and then potentially to friends and family of staff, on a first come first served basis. These allocations will be included in the Comp Tickets Spreadsheet.

All friends and family Comp Tickets will be issued in line with this Policy.

PRESS TICKETS

The allocation of Press Tickets is controlled by the Marketing Executive and recorded in the Comp Tickets Spreadsheet.

These tickets are issued to:

- local media in order to encourage positive coverage in the lead-up to, and in review of, a performance and event.
- local media with a view to building and encouraging positive relationships.
- competition winners, as a result of approved marketing promotions.
- a member of the Marketing Team, where they are to either host the media, or review a performance or event. No more than one pair of tickets per performance or event are to be issued.

Consistent non-attendance from the media will be dealt with on a case by case basis by the Marketing Executive.

ADDITIONAL INFORMATION

Duty Ticketing Manager: boxoffice.manager@plymoutharena.com (Tel: 01752 522225)

CEO email: sarah.phillips@plymoutharena.com

Facilities Director email: richard.findlay@plymoutharena.com