

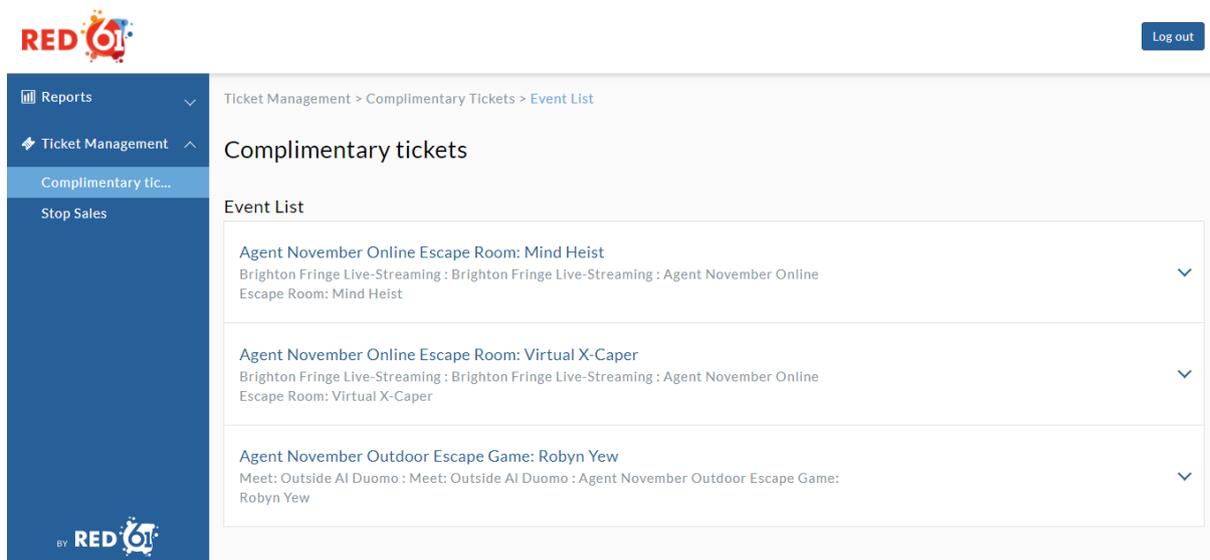
Ticket Management – Complimentary Tickets

Under the Ticket Management section on your box office reporting portal, you can book in your own complimentary tickets. These can be for friends, family, or special guests.

Accredited Press and Arts Industry professionals can request tickets through their own portals if you opted into this when you registered your event, but if they come to you directly, you can book them in using this section.

If you have tried to book in comps and have had any issues, please contact boxoffice@brightonfringe.org and we can set up comp tickets for your shows.

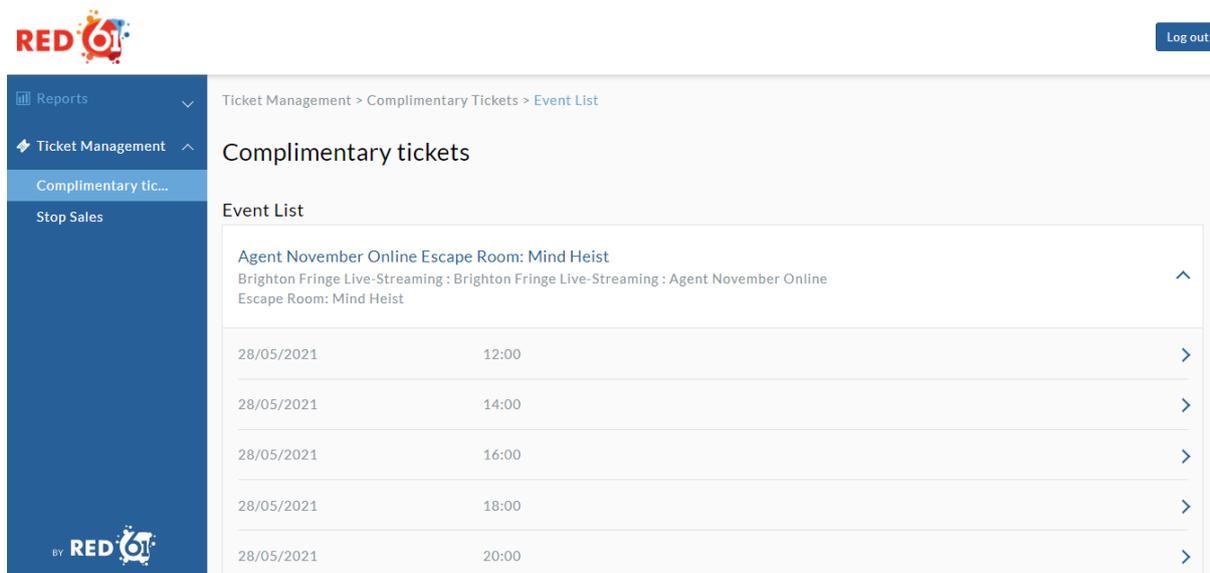
Main page:



The screenshot shows the 'Complimentary tickets' page in the Ticket Management section. The breadcrumb trail is 'Ticket Management > Complimentary Tickets > Event List'. The page title is 'Complimentary tickets'. Under the 'Event List' heading, there are three entries, each with a downward arrow on the right:

- Agent November Online Escape Room: Mind Heist**
Brighton Fringe Live-Streaming : Brighton Fringe Live-Streaming : Agent November Online Escape Room: Mind Heist
- Agent November Online Escape Room: Virtual X-Caper**
Brighton Fringe Live-Streaming : Brighton Fringe Live-Streaming : Agent November Online Escape Room: Virtual X-Caper
- Agent November Outdoor Escape Game: Robyn Yew**
Meet: Outside AI Duomo : Meet: Outside AI Duomo : Agent November Outdoor Escape Game: Robyn Yew

This page will list all the shows you are organising. If you click the downwards arrow next to the name of each show, it will show you a list of all performances.



This screenshot shows the same page as above, but with the first event expanded to show its performance schedule. The breadcrumb trail is 'Ticket Management > Complimentary Tickets > Event List'. The page title is 'Complimentary tickets'. Under the 'Event List' heading, the first entry is expanded, showing a list of performances with an upward arrow on the right:

- Agent November Online Escape Room: Mind Heist**
Brighton Fringe Live-Streaming : Brighton Fringe Live-Streaming : Agent November Online Escape Room: Mind Heist
- 28/05/2021 12:00
- 28/05/2021 14:00
- 28/05/2021 16:00
- 28/05/2021 18:00
- 28/05/2021 20:00

Select the performance you wish to book in a comp for by clicking the arrow on the right.

You will be taken to this page (click on “Complimentary” to open the details section):

The screenshot shows the RED:61 Ticket Management interface. The breadcrumb trail is: Ticket Management > Complimentary Tickets > Event List > Performance > Issue complimentary tickets. The page title is 'Complimentary tickets'. The performance details are: 'Agent November Online Escape Room: Mind Heist' on 28/05/2021 at 12:00. There are 10 available tickets in 'Price band 1'. The 'Complimentary' price band is selected. On the right, the 'Issue complimentary tickets' section contains instructions: 'Enter the name and all details of the person you are processing complimentary tickets for. The email address you enter will be where the order confirmation is sent. This should be your guest's email address, but can also be your email address if your guest's email is unknown to you.' Below this is a 'Quantity from general availability' section with a spinner set to 0 and 10 available. A 'First name' input field is also visible.

Now you should select how many complimentary tickets you would like to give out and the following information:

- Guest's first name
- Guest's surname
- Company name (this is optional but is useful if you want to keep track of who's-who. EG. John Smith from The Morning News).
- Email address (this is where the order confirmation is sent. If you don't know the guest's email, you can use your own and let them know the booking reference number).
- Reason for issuing (for example. "Reviewer", or "Cast member's mum").

Click confirm and you are all set! Any complimentary tickets you book in through the portal will show as Comps in your sales reports.

Please contact boxoffice@brightonfringe.org if you encounter any problems. It may be the case that we have to grant you permission to book in complimentary tickets, which is easily done.