

Geva Theatre: Staff Complimentary and Half-Price Ticket Policy

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Introduction:

Geva wants you, your friends, and your family to enjoy the shows that your hard work makes possible! All Geva staff are eligible for an allotment of complimentary or half-price tickets. Bellow is information about how you can take advantage of this offer and the policies around the tickets.

Please note that all tickets are subject to availability. Geva reserves right to adjust any complimentary or half-price policies based on the demand of tickets.

Booking, Requesting, and Using Tickets:

- Complimentary and half-price tickets can be obtained one of two ways; through our online request form, or through our website using your online account.
- **Here's how you use the online request form.**

- The online request form can be found at: <https://gevatheatre.org/employee/> . Once there you will find a button to access the comp ticket request form and another to access the half-price ticket request form.
- Fill out the respective form with the required information including: your name, the date and time of the show, and how many tickets you need.
- When filling out a half-price request form, you will be asked if you want to provide payment now or later. If you select now, you will be prompted to provide payment information. The Box Office will use this information to book the tickets as soon as they are able to process the request. If you want to pay later, you or the recipient will need to call the Box Office during its hours of operations to process payment.
 - **PLEASE NOTE:** if you select pay later, no tickets will be put on reservation for you! The ticket booking will occur when the purchaser calls in with payment info.
- If the tickets are being used by a friend or family member please fill out the “Recipient Name” on the request form. This way the Box Office knows the name of who is coming.
- If you or anyone using your tickets has any special seating needs or preferences (i.e. user a walker, or prefers balcony), please note this in the “Notes” section of the form. The Box Office will do their best to accommodate the request or reach out with questions/concerns.
- If you are requesting both complimentary and half-price tickets to be sat together, please submit two separate requests (one using the comp form and another using the half-price form) and reference the other request in the “Notes” sections of the forms. The Box Office will do their best to accommodate this request.
- **Here’s how you book your own comps and half-price tickets!**
 - Go to the Geva website: <https://gevatheatre.org/> and click on the “Login” button in the top right corner of the home page.
 - If it is your first time logging in, you will need to register as a new customer
 - Use your Geva email address as the address you register with. It is important that you do this, as this email is connected to access to the comp and half-price promotions.
 - If you don’t have a Geva email, please contact your manager with an email that we can use.
 - If you don’t want to use your Geva email for this, please notify the Box Office and we can adjust
 - You will be asked to verify your email address. A verification email will be sent to you and you will need to follow the steps to successfully verify your email address.
 - Once you have done the verification you will be able to continue with the login process.
 - Login using your Geva email address and password you created.
 - Once you Login you will be able to select the given performance and show you want to book.

- Click on your desired seats, you should see a green ticket emblem appear over them. Click continue.
- The next page will display the items you have selected. On this page, it will appear as if you are being charged full price. Don't worry! Click Continue
- On the next page you will see that any applicable comp or half-price discounts will automatically apply. Click proceed to check out.
- You will come to a final check out page with a complete summary of everything in your order. Click Confirm, and then you're good to go!
- **Opening Nights** are a wonderful time to see the show, if you are able, and enjoy some extra flare to the evening! To ensure all guests who are invited to opening night have seats, much of the house is put on a hold that can only be accessed by the Box Office. Because of this we strongly recommend that you use the [online request form](#) for this evening specially.
 - All staff requests for Opening Nights are booked in the order the request was received (so the sooner you put them in, the better your seats).
 - To ensure that the most accurate needs of press, donors, and other VIPs are fulfilled, Opening Nights are typically not booked until the Wednesday of preview week.

Full Time Staff Policy

- **“Full Time Staff”** includes all year-long and seasonal staff who consistently work over 35 hours per week, throughout our theatrical season.
- **Complimentary Tickets**
 - Allotment is 6 tickets to use throughout the run of all shows included in our ‘subscription season’ and A Christmas Carol.
 - If any of the 6 comps from the above allotment are not used, they are not transferable to another show.
 - Allotments for all other shows will be determined on availability of seats and ticketing agreements with outside producers.
 - Comp tickets are not eligible for Prime or Premium seating, unless otherwise stipulated.
 - If something comes up and you or your guest are not able to use your tickets, please notify the Box Office with at least 12 hours’ notice. Otherwise they will be considered a missed performance.
 - Comps will not be reissued if performances are missed.
 - In the event of a sellout, any comps not picked up by 30 minutes prior to the curtain time of that performance may be released and resold.
 - If your comps are released due to a sellout, you will be allowed to rebook them for a different performance of the same show.
- **Half-Price Tickets**
 - Allotment is 10 tickets to use throughout the run of all shows included in our ‘subscription season’ and A Christmas Carol.
 - If any of the 10 tickets from the above allotment are not used, they are not transferable to another show.

- The Box Office will not 'hold seats' to be paid for later. Seats will only be booked once payment is received.
- Allotments for all other shows will be determined on availability of seats and ticketing agreements with outside producers.
- If something comes up and you or your guest are not able to use your tickets, please notify the Box Office with at least 12 hours' notice. Otherwise they will be considered a missed performance.
- Half-price tickets will not be reissued if performances are missed.

Part Time Staff Policy

- **"Part Time Staff"** includes all year-long and seasonal staff who consistently work less 35 hours per week, throughout our theatrical season.
- **Complimentary Tickets**
 - Allotment is 4 tickets to use throughout the run of all shows included in our 'subscription season' and A Christmas Carol.
 - If any of the 4 comps from the above allotment are not used, they are not transferable to another show.
 - Allotments for all other shows will be determined on availability of seats and ticketing agreements with outside producers.
 - Comp tickets are not eligible for Prime or Premium seating, unless otherwise stipulated.
 - If something comes up and you or your guest are not able to use your tickets, please notify the Box Office with at least 12 hours' notice. Otherwise they will be considered a missed performance.
 - Comps will not be reissued if performances are missed.
 - In the event of a sellout, any comps not picked up by 30 minutes prior to the curtain time of that performance may be released and resold.
 - If your comps are released due to a sellout, you will be allowed to rebook them for a different performance of the same show.
- **Half-Price Tickets**
 - Allotment is 6 tickets to use throughout the run of all shows included in our 'subscription season' and A Christmas Carol.
 - If any of the 6 tickets from the above allotment are not used, they are not transferable to another show.
 - The Box Office will not 'hold seats' to be paid for later. Seats will only be booked once payment is received.
 - Allotments for all other shows will be determined on availability of seats and ticketing agreements with outside producers.
 - If something comes up and you or your guest are not able to use your tickets, please notify the Box Office with at least 12 hours' notice. Otherwise they will be considered a missed performance.
 - Half-price tickets will not be reissued if performances are missed.

Overhire Staff Policy

- **“Overhire Staff”** includes anyone who has been brought on staff for a temporary position, during the run of one or more shows.
- **Complimentary Tickets**
 - Allotment is 2 tickets to use throughout the run of all shows included in our ‘subscription season’ and A Christmas Carol.
 - If any of the 2 comps from the above allotment are not used, they are not transferable to another show.
 - Allotments for all other shows will be determined on availability of seats and ticketing agreements with outside producers.
 - Comp tickets are not eligible for Prime or Premium seating, unless otherwise stipulated.
 - If something comes up and you or your guest are not able to use your tickets, please notify the Box Office with at least 12 hours’ notice. Otherwise they will be considered a missed performance.
 - Comps will not be reissued if performances are missed.
 - In the event of a sellout, any comps not picked up by 30 minutes prior to the curtain time of that performance may be released and resold.
 - If your comps are released due to a sellout, you will be allowed to rebook them for a different performance of the same show.