
Merchandise and Ticket Policy

Guidelines for discounted and/or complimentary merchandise

If an associate or volunteer is required by the Company to wear Freewheelers branded clothing as 'Uniform' for an event, he or she will be able to borrow one from the company for this purpose. The company will keep a stock of clothing specifically for this purpose, which will be washed after the associate or volunteer has returned it, and kept for future use.

If an associate or volunteer wishes to purchase his/her own Freewheelers branded clothing, he or she will be entitled to purchase these items at cost price. This is the price paid by the Company to the supplier for the items.

Guidelines for discounted or complimentary tickets to Associates and Volunteers.

Associates or volunteers who are working in artistic roles that require them to watch the performance (e.g. director) will be given reserved seats in the auditorium free of charge.

Associates or Volunteers who are working in front of house roles, or who are Trustees of the Company, shall be entitled to watch the performance free of charge provided that there are still tickets remaining after all paying members of the public have purchased their tickets and entered the auditorium.

Associates, volunteers and trustees should purchase tickets in advance in order to guarantee a ticket. They shall be entitled to concessionary ticket prices if requested. These should be arranged at least 48 hours in advance via the performance co-ordinator.

The Company works with over 50 volunteers and at some events such as the annual Showcase, a large chunk of our audience is made up of people who have helped us in some way throughout the year. We would struggle to cover costs if we gave everyone free tickets, so if you are happy to pay for a ticket as well as helping out, please do – and know that by doing so you are making your contribution stretch even further.

This is intended as a guideline only and exceptions may be made at the discretion of senior management.

Guidelines for discounted or complimentary tickets to others.

This is wholly at the discretion of the General Manager, designated staff member or Trustee.

END OF POLICY

Next review Jul 2022
