



Colleague (Staff & Volunteer) Tickets for Events Policy – May 2021

- An allocation of colleague tickets will be ring-fenced for staff to purchase for all Special Events*. These will be available to purchase until two weeks before the date of the event. Any unsold colleague tickets will be released to the general public at the standard price.
- Colleagues will receive 50% discount off the price of each event ticket.
- Each colleague may purchase up to four tickets (of any combination) per event (*not per night*) at the discounted rate and may purchase a maximum of two additional tickets at the standard rate.
- Discounted tickets can be purchased one week prior to the general public on-sale date.
- Colleagues cannot purchase tickets on the behalf of another colleague.
- Colleague tickets cannot be held or reserved without payment.
- Event tickets may only be purchased from the Admissions & Visitor Welcome Manager and Sales & Ticketing Manager.
- Colleagues are reminded that serving Museum visitors must remain the Admissions Team's priority therefore colleague tickets will not be sold at busy times of the day. Please time your purchase accordingly or pre-agree a purchase time with the appropriate Manager.
- Colleagues are required to provide their name, home address, and contact details to purchase tickets, as is standard of any customer wishing to purchase tickets to a Museum event.
- On the date of the event any visitors holding colleague tickets (including colleagues themselves) must join the normal admissions queue for that event. Colleague tickets do not provide fast track entry.

*Pre-ticketed paid events (i.e. where a Membership/UnChained Annual Pass would not be valid for entry). Excludes Summer Lates. Where there are multiple nights for the same event, there will be an allocation of tickets available for each date.

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