

COMPLIMENTARY TICKET FORM

The personal information on this form is collected under authority of the [Municipal Act, 2001, S.O. 2001, c. 25](#) to communicate with clients regarding rental administration in accordance with the City's guidelines on [Privacy Protection](#). The City of Brampton is committed to offering an accessible, safe, and barrier-free experience for all. For accessibility requests and questions about the collection of personal information, contact rentaladmin@brampton.ca or 905.874.2844.

Complimentary tickets are free tickets for members of the event team. In accordance with the [Ontario Ticketing Act](#), **complimentary tickets may not be sold or resold under any circumstance**. The City of Brampton reserves the right to limit complimentary tickets. Patron contact information is essential for the City of Brampton to provide a safe environment for the public. This will assure timely communication with both patrons and health authorities if needed, as well as the ability to respond to any issues that arise. In order to establish the accountability and transparency required to make every interaction with patrons safe and accessible, event organizers must follow the following process to obtain complimentary tickets.

INSTRUCTIONS

This form must be completed and submitted *digitally* no later than three (3) business days prior to the event.

1. Save form to desktop before filling it out
2. Complete application form on computer; save periodically while working
3. Return the completed form to rentaladmin@brampton.ca

RESTRICTIONS

Complimentary tickets are subject to the following restrictions:

- A \$0.10/ticket charge applies
- Requests will only be accepted from the contact or designate listed on the [Box Office Form](#)
- Requests must be submitted no later than three (3) days prior to event
- A maximum of four (4) complimentary tickets can be reserved under a single recipient name
- Complimentary tickets in excess of four (4) under a single recipient may be available to sponsors or corporations where an recipient is provided who can take responsibility on behalf of the corporation for tracking the attendees in that group
- Recipient must provide full contact information to create a box office account
- Recipients are responsible for recording the contact information for all attendees in their group; if contact tracing is required, they will be contacted by health authorities to provide that information
- In person box office hours may vary, consult [The Rose website](#) for up-to-date information
- All tickets must be generated and issued by the City of Brampton Box Office
- Box Office will open two (2) hours before event start, and close thirty (30) minutes after the scheduled performance start time

REQUEST PROCESS

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Event organizers can submit unlimited complimentary ticket requests up to three (3) business days prior to event as follows:

- Complete this form listing the full name and contact information for recipients
- The box office will contact each complimentary ticket recipient within two (2) business days following submission of form, and create their ticketing account
- Tickets will be provided by the box office directly to recipients as follows:
 - Email
 - In person (photo identification required)
 - Mail (at an additional charge)

