

## Festival Place Ticketing Process

### **Ticketmaster**

We are a Ticketmaster venue; you can only use the Ticketmaster system for selling Tickets at Festival Place. This helps us control our capacity for fire regulations, staffing and recording of numbers for statistics.

The Tickets can be available through **all** Ticketmaster sources VIA phone, internet or Retail outlet, for a convenience charge to the customer. This charge differs depending on your event, ticket price and how the customer purchases their tickets. If the customer purchases through Festival Place **box office directly**, they save the Ticketmaster service charges. There is a Festival Place facility fee included in ticket price; however, customers will need to pick up their tickets up from the Festival Place box office directly. GST and Facility Fees are included in the Ticket price when you fill out your "event ticket set up form" Please keep this in mind when deciding on a price.

### **Event Ticket Set-up**

- Please complete the rental event set up form provided by facility bookings or the box office,
- Keep all letters within the 25 character limit
- Presenters name must be on the ticket face, (school, company, organization)
- Save line 5 and 6 for the venue name, date and time of the event.
- Are the tickets to be reserved (assigned seating) or general admission (first come first serve)
- Reserved seats we have 2 styles, a) Cabaret (Tables in front and in the boxes) and B) Standard seating (All rows.)
- Please keep in mind if you have to hold seats, for video, for performers, etc.

The Ticket Price can include the facility fee (see prices below) or it can be over and above the set ticket price. Please indicate.

- It takes Ticketmaster 5 working days to be ready to go on sale.
- The allocated days for tickets to go on sale are Tuesday, Wednesday, and Thursday. The box office will do our best to get the tickets on sale for the day you request however, we limit the number of shows going on sale each day.
- Once our staff has entered the ticket set up information into the Ticketmaster software, a submission form will be emailed to you, please **sign each page**. Check over ticket text, ticket pricing, and seating type (general admission or reserved). After you have signed please scan and email/fax/or drop off in person the signed copies to the box-office. Once we receive your signed copies we can submit to Ticketmaster. (5 working days from this point)

### **Complimentary Tickets**

This is your event, you can print off as many tickets as you like as complimentary, but keep in mind that you will have to pay a stock and printing fee for each ticket printed. Our box office needs 24 hours' notice and the contact person who filled out the ticket set up form, must sign off

on the printing/picking up of the comps. You are NOT permitted to sell a Comp ticket. They are for give aways only.

**Prebox (Pre printing ticket)**

General Admission Events only (not reserved seating)

We can print tickets off of the Ticketmaster system for you to sell on your own, there are restrictions.

-You need to sell the tickets at FACE value.

-Do not give them as COMPS, we print comp tickets separately.

-You need to return all UNSOLD tickets and MONEY from sold ticket back to Festival Place to reconcile 24 hours prior to the show. Failing to return cash and tickets will delay your settlement.

**Fees (No current contract signed, subject to change)**

25.00 to set up your event on Ticketmaster.

Facility Fee per ticket 1.50 (see ticket set up)

Ticket printing fee .25 per ticket

2.75% on Credit card and debit card charges (electronic payment)

3% Socan/Resound (when applicable)

**Staff**

Your rental includes 1 box-office Customer service representative (CSR) to sell tickets to your event the night of the performance. Our CSR will be open 1 hour prior to show time and will stay 30 minutes after the start time. They will then be closed for ticket sales.

**Marketing and Advertising.**

We are more than happy to put up your poster or leaflets in Festival Place. Our CSRs work hard to upsell like events at our facility. We will not market your event on our website; it is up to YOU to advertise for your event.

**Once the show is done**

Once the event is done it takes two weeks for Ticketmaster to settle it on their end, when we get the audited settlement from Ticketmaster we subtract any outstanding funds owing from your rental, such as technicians, Ticketmaster charges, equipment rentals, and any other Charges. The finalized statement is sent to Strathcona county finance who will cut a cheque for the balance or Festival Place will send an invoice for an outstanding amount. In either circumstance you will receive an itemized statement.

## RENTAL EVENT SET UP FORM

Contact Name: \_\_\_\_\_ Date Received: \_\_\_\_\_  
 Contact Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

Choose One:  Single Event  Multi Event  
 Choose One:  Reserved Theatre Configuration  Cabaret Configuration  General Admission

Ticket text (six lines of twenty-five characters each)

<b>Line 1 - Small</b>	
<b>Line 2 - LARGE</b>	
<b>Line 3 - small</b>	
<b>Line 4 - LARGE</b>	
<b>Line 5 - small (venue name)</b>	
<b>(Line 6 -LARGE Date/Time</b>	

Theatre/General Ad Pricing (complete **ONLY** if you chose Reserved Theatre or General Admission)

**\*FACILITY FEE PER TICKET: 1.50 on ALL ticket prices (except COMPs)**

Ticket Type	Ticket Price	*Facility Fee	Total Ticket Price
Adult		1.50	
Child (12 & under)		1.50	
Babies (2 and under)		1.50	
Seniors(65 +)		1.50	
OTHER		1.50	

\*\* EVERYONE requires a ticket in the Theatre, including babes in arms. Please write COMP if you would like to offer a FREE ticket OR the Price you would like to charge.)

Cabaret Pricing (complete **ONLY** if you chose Cabaret Configuration)

**Total Ticket Price**

Ticket Type	Table	Box	Theatre	*Facility Fee	Table	Box	Theatre
Adult				1.50			
Child (12&under)				1.50			
Babies (2-under)				1.50			
Senior (65+)				1.50			

**Onsale Date/Time:** \_\_\_\_\_ **@ 10:00am**  
 (Please allow 5 full working days from submission date - all onsales begin @ 10:00 am)

**HOLDS/COMPS** (video, media, specific seating): \_\_\_\_\_

Do you require ushers? -----> Yes \_\_\_\_\_ No \_\_\_\_\_

**PREBOX** \_\_\_\_\_  
 Money and unsold tickets **must** be returned **24hrs** prior to the event **OR** if rental is on the weekend, by **Friday noon**.

**COMMENTS/ADDITIONAL INFORMATION:**

\_\_\_\_\_

**\*\*MUST BE SIGNED TO BE SUBMITTED\*\*PROOF TO FOLLOW, SIGN AND EMAIL BACK\*\***

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

(Printing your name will be sufficient as an electronic signature)