

WAGGA WAGGA CIVIC THEATRE TICKETING REQUIREMENTS: VENUE OTHER THAN CIVIC THEATRE - 2016/17

The Civic Theatre Booking Office provides a professional and cost effective ticketing service for commercial and community shows and events held in Wagga Wagga and surrounding districts. The Theatre is able to ticket events such as sporting events, gala dinners, conferences, tours or any other event that requires tickets to be allocated and sales can be made through the mediums of internet, telephone and over the counter. Our staff provide this service with an extensive range of marketing tools and knowledge that will make the ticketing selling process easy and effective, leading to a memorable and successful event.

Please fill out this form as accurately and precisely as possible

EVENT NAME: _____

PROMOTER/ORGANISATION: _____

ADDRESS: _____

CONTACT PERSON/S: _____ ABN: _____

PHONE NO: BUSINESS: _____ A/HOURS: _____

EMAIL ADDRESS: _____

Is your organisation a **COMMERCIAL** or **COMMUNITY** organisation? (Please circle)

A community organisation is where the individual or organisation is located within the Wagga Wagga Local Government Area

PERFORMANCE DETAILS:

Days (eg Mon, Tues)	Dates	Start & Finish times

VENUE DETAILS:

Venue name: _____

Venue address: _____

Venue contact name: _____ Venue phone number: _____

To be completed and returned to the Civic Theatre Booking Office
PO Box 20, Wagga Wagga NSW 2650. Phone: 6926 9688 Fax: 6926 9689
Email: boxoffice@civictheatre.com.au

TICKET PRICES / BUYER TYPES:

**Please indicate the prices to be charged for the event buyer type. If not be used, mark N/A.
The Civic Theatre suggests incorporating the booking fee into the total ticket price, if you would like to do otherwise, please specify below.

Community Organisation booking fee

Tickets \$20 and under = Booking Fee \$2.00 (incl GST).
Tickets over \$20 = Booking Fee \$3.00 (incl GST).

Adult: _____ + \$2.00/\$3.00 booking fee = _____
Concession: _____ + \$2.00/\$3.00 booking fee = _____
Student: _____ + \$2.00/\$3.00 booking fee = _____
Child: _____ + \$2.00/\$3.00 booking fee = _____
Group*: _____ + \$2.00/\$3.00 booking fee = _____
Family*: _____ + \$2.00/\$3.00 booking fee = _____
Other: _____ + \$2.00/\$3.00 booking fee = _____
Other: _____ + \$2.00/\$3.00 booking fee = _____
Other: _____ + \$2.00/\$3.00 booking fee = _____

**Please indicate group size if applicable: _____*

Commercial booking fee

Tickets = Booking Fee \$4.00 (incl GST).

Adult: _____ + \$4.00 booking fee = _____
Concession: _____ + \$4.00 booking fee = _____
Student: _____ + \$4.00 booking fee = _____
Child: _____ + \$4.00 booking fee = _____
Group*: _____ + \$4.00 booking fee = _____
Family*: _____ + \$4.00 booking fee = _____
Other: _____ + \$4.00 booking fee = _____
Other: _____ + \$4.00 booking fee = _____
Other: _____ + \$4.00 booking fee = _____

**Please indicate group size if applicable: _____*

Definition of buyer types:

- **Adult:** A person of 16 years or older that does not fall into other buyer type categories.
- **Concession:** Appropriate identification is required to constitute entitlement. Standard is NSW Govt Senior's Card, Pension Card, Health Care Card or Student Card. **Delete those that do not apply for your event.**
- **Student:** A person attending full time study and can demonstrate appropriate identification ie TAFE, university or is a high school student.
- **Child:** A person of 15 years and under or as specified by promoter.
- **Group:** A defined number of persons entitled to a discount on an adult ticket price. Must be purchased in one transaction.
- **Pensioner:** A person who can demonstrate appropriate documentation by way of pension card identification.
- **Family:** 2 Adults and 2 children unless otherwise specified by the promoter. *Family booking fee is calculated with this formula: Family = total price ÷ no. of persons + b/fee for each ticket.

All buyer types can be modified to suit promoter's requirements. Please advise below.

OTHER BOOKING OFFICE INFO REQUIRED:

- **SALES START** date: _____
**10 days minimum from return of hire agreement to on sale date*
- Are tickets to be sold as **ALLOCATED SEATING** or **GENERAL ADMISSION?**
(Please circle)
- Do you require **PROMOTER SEATS** to be held? YES / NO (please circle)

Performance date and time: _____ Number of seats: _____
(Any VIP reservations please contact Box Office to advise details)

- Would you like **PRINT AT HOME** tickets to be available? YES / NO (please circle)
- **SeatAdvisor Log In:** The Wagga Wagga Civic Theatre uses the Seat Advisor Booking System, which allows us to create log in's for promoters to allow you to check on sales and run reports in your own time. If you have any questions regarding this login, please contact Brad on 02 6926 9682 or ingram.brad@wagga.nsw.gov.au.

Would you like a **SeatAdvisor login** created? YES / NO (please circle)

Who does this login need to be emailed to: _____

Other promoter/organisation comments or requirements:

IMPORTANT MARKETING INFORMATION:

*Before we can put your event on sale we need to receive from you an image for the event (the higher the image resolution the better, preferably in portrait size) and a description of the event. These two elements will be used for the event page on the website.

Please send this info through to Brad (Box Office Coordinator) at ingram.brad@wagga.nsw.gov.au

There is more info related to marketing services that the Civic Theatre provides attached at the back of this document.

I/We acknowledge receipt of the Civic Theatre Booking Office Charges and Guidelines. I/We agree to abide by these terms and conditions when using the Civic Theatre Booking Office facility and service.

Signature: _____ Date: _____

Name: _____

on behalf of: _____

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BOOKING OFFICE CHARGES AND GUIDELINES

Events taking place at a venue other than Civic Theatre

The Wagga Wagga Civic Theatre adheres to the Australasian Entertainment Industry Association (AEIA) Code of Practice for the Ticketing of Live Entertainment in Australia (1 January 2016).

Civic Theatre Booking Office Opening Hours:

Monday to Friday 10.00am - 5.30pm

The Booking Office is always open 45 minutes before a show.

Closed public holidays

Contact Details:

Civic Theatre Booking Office

Wagga Wagga Civic Theatre

Burns Way (off Tarcutta Street)

PO Box 20

WAGGA WAGGA NSW 2650

Email: boxoffice@civictheatre.com

Phone Number: (02) 6926 9688

Fax Number: (02) 6926 9689

Box Office Coordinator - Brad Ingram

Direct Line: 02 6926 9682

Email: ingram.brad@wagga.nsw.gov.au

Tickets can also be purchased and collected from the Wagga Visitor Information Centre.

Visitor Information Centre Opening Hours

Open 9am to 5pm Monday to Friday,

Saturday 9am to 4pm,

Sunday 9:30am to 2pm

Wagga Wagga City Council Visitor Information Centre

183 Tarcutta Street

Wagga Wagga NSW 2650

PO Box 20, Wagga Wagga, NSW, 2650

Phone No: 1300 100 122

Fax: 02 6926 9629

Email Address: visitors@wagga.nsw.gov.au

FEES & CHARGES:

Ticket Charges

- Events will attract a booking fee (includes GST), which will be charged to the customer on each ticket for the ticketing service provided by the Civic Theatre Booking Office.
- The Booking Office can print additional tickets to allow for door sales by the promoter. These will be charged a cost of 45 cents (includes GST) per ticket.
- Complimentary tickets issued by the Booking Office will incur a fee of 45 cents (includes GST) per ticket. Fees are charged to the promoter unless otherwise requested.
- These Fees and Charges will apply until the 2017/2018 Fees and Charges are in place.

Event Set-up Fee

A fee of \$60 (includes GST) will be charged to set-up an event to cover initial administrative costs.

This will be redeemable to promoter after the sale of 30 tickets.

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Cancellation of an Event

Where a promoter cancels a performance and tickets have been sold on behalf of the promoter by the Civic Theatre Booking Office the promoter will be liable for the following costs:

- A cancellation fee will be charged on each ticket to cover the initial costs of selling the ticket. This will be equivalent to the booking fee paid on the ticket.
- Where the Booking Office is required to provide a refund to patrons or exchange tickets to a new performance, an additional administrative fee (equivalent to the booking fee will be charged for this service).

GST Disclaimer

The promoter using the Civic Theatre Booking Office facility is responsible for all GST incurred on the event component cost of the ticket, that is, the total price less the booking fee. Civic Theatre Booking Office accepts no responsibility or liability for payment of GST on the event component cost of the ticket.

Credit Card Charges

Bankcard, Visa, American Express, MasterCard and EFTPOS are accepted.

Commercial events - a service charge of 1.5% (includes GST) is payable by the promoter on each ticket, that is purchased through our credit card/EFTPOS facility from the Civic Theatre Booking Office.

Community Events -credit card service charge does not apply.

Other payment types

- Cheques are accepted and payments should be made payable to Wagga Wagga City Council.
- EFTPOS facility is available, but no cash withdrawal service available.

REFUNDS & EXCHANGES:

Refunds and Exchange of Tickets

The Civic Theatre Booking Office has standard policies for the refund and exchange of tickets. Alternative conditions may be specified by promoters if required.

- Tickets may be exchanged for other performances in a season, where possible, by patrons up to 48 hours prior to a performance.
- Tickets sold within 48 working hours of the starting time of a performance are not refundable or exchangeable.

Civic Theatre Refund Policy:

Tickets are not refundable. Refunds are only available as per the Live Performance Australia Ticketing Code of Practice. You have the right to a refund if the event to which you purchased an authorised ticket to is cancelled, rescheduled (and you cannot attend the rescheduled event) or significantly relocated. The Civic Theatre does not give refunds under any other circumstances, such as changing your mind, sickness or holidays.

Reservations

- Reservations and payments can be made by customers over the phone or in person at the Booking Office.
- Customers may reserve seats and pay for them up to and on the day of the performance while the tickets are available from the Civic Theatre Booking Office. Management reserves the right to change this policy to meet Wagga Wagga Civic Theatre & promoter needs. Management reserves the right to return any unpaid reservations to general sale as it sees fit.

Collection of Personal Information

The Wagga Wagga Civic Theatre respects the privacy of all customer and business contacts, and is committed to safeguarding the personal information provided and to complying with the National Privacy Principles in the Privacy Act 1988 (the NPPs). The Wagga Wagga Civic Theatre will complete with NPP1.3 when it collects personal information from customers and with NPP2 when it uses and discloses this personal information.

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Advertising/Marketing

Under an agreement where the promoter uses the Civic Theatre Booking Office the booking directions **MUST** read:

Civic Theatre Booking Office

www.civictheatre.com.au

Ph: (02) 6926 9688

The Civic Theatre Booking Office understands the importance of effective and appropriate promotion and has outlined the minimum marketing services for ticketing. All services offered will be dependant on quality of materials, appropriateness and will be at the discretion of Theatre management.

National Disability Services Companion Card

The Wagga Wagga Civic Theatre recognises the National Disability Services Companion Card for performances and events hosted at the Wagga Wagga Civic Theatre. When the Companion Card is presented at time of purchase a complimentary ticket is issued for the card holders essential support companion.

(www.nds.org.au/nsw/companioncard.htm)

Reconciliation and Payment of Monies owed to the Promoter

Civic Theatre Booking Office is a subsidiary of the Wagga Wagga City Council. Normal payment policy by the Council is 30 days. All endeavours will be made to settle accounts with promoter as soon as possible.

To meet promoter contracts and license obligations, performance sales reports will be available to the promoter by reasonable request to the Box Office Supervisor during the event/performances and after when required. Reports are generally sent on Tuesdays and Fridays, then daily two weeks out from your event.

Civic Theatre Booking Office Personnel

Any enquiries concerning the service of the Civic Theatre Booking Office, Wagga Wagga Civic Theatre can be directed to Box Office Coordinator on (02) 6926 9682 or by email boxoffice@wagga.nsw.gov.au during opening hours.