



## Ticket Prices And Buyer Types:

### Community Organisation booking fee

Tickets \$10 and under = Booking Fee \$1.50 (incl GST). Tickets \$10 and over = Booking Fee \$2.80 (incl GST). Please indicate the prices to be charged for the event buyer types. If not be used, mark N/A

Adult: \_\_\_\_\_ + \$1.50/\$2.80 booking fee = \_\_\_\_\_  
 Concession: \_\_\_\_\_ + \$1.50/\$2.80 booking fee = \_\_\_\_\_  
 Student: \_\_\_\_\_ + \$1.50/\$2.80 booking fee = \_\_\_\_\_  
 Child: \_\_\_\_\_ + \$1.50/\$2.80 booking fee = \_\_\_\_\_  
 Group\*: \_\_\_\_\_ + \$1.50/\$2.80 booking fee = \_\_\_\_\_  
 Family\*: \_\_\_\_\_ + \$1.50/\$2.80 booking fee = \_\_\_\_\_  
 Subscriber: \_\_\_\_\_ + \$1.50/\$2.80 booking fee = \_\_\_\_\_  
 Other: \_\_\_\_\_ + \$1.50/\$2.80 booking fee = \_\_\_\_\_  
 Other: \_\_\_\_\_ + \$1.50/\$2.80 booking fee = \_\_\_\_\_  
 Other: \_\_\_\_\_ + \$1.50/\$2.80 booking fee = \_\_\_\_\_

### Commercial organisation booking fee

Tickets = Booking Fee \$3.80 (incl GST).

Please indicate the prices to be charged for the event buyer types. If not be used, mark N/A

Adult: \_\_\_\_\_ + \$3.80 booking fee = \_\_\_\_\_  
 Concession: \_\_\_\_\_ + \$3.80 booking fee = \_\_\_\_\_  
 Student: \_\_\_\_\_ + \$3.80 booking fee = \_\_\_\_\_  
 Child: \_\_\_\_\_ + \$3.80 booking fee = \_\_\_\_\_  
 Group\*: \_\_\_\_\_ + \$3.80 booking fee = \_\_\_\_\_  
 Family\*: \_\_\_\_\_ + \$3.80 booking fee = \_\_\_\_\_  
 Subscriber: \_\_\_\_\_ + \$3.80 booking fee = \_\_\_\_\_  
 Other: \_\_\_\_\_ + \$3.80 booking fee = \_\_\_\_\_  
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 Other: \_\_\_\_\_ + \$3.80 booking fee = \_\_\_\_\_

### 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. **\*Please advise number to be considered a group \_\_\_\_\_**
- **Subscriber:** A person who has subscribed to the Civic Theatre Subscription Season in the current year.
- **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.
- **Wheelchair patrons:** to allow wheelchair access a block of seats may need to be removed from the auditorium and may reduce the capacity of the venue.
- **Companion card:** 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.

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

**Other Booking Office information required:**

- **SALES START** 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)

- Do you require any seats to be held for **TECHNICAL PURPOSES**? Yes / No
- Do you require removal of the first two rows for use of **ORCHESTRA PIT**? Yes / No

**Brief description of production/event for Booking Office information:**

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**Other promoter/organisation comments or requirements:**

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**Performance Sales Reports:** Sales Reports will be provided at the request of the designated contact persons only. This protects both the Promoter and the Booking Office in the event of unauthorised requests for information.

**Primary Contact Person** \_\_\_\_\_

**Secondary Contact Person** \_\_\_\_\_

**Email address for Reports** \_\_\_\_\_

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 at the CIVIC THEATRE

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The Wagga Wagga Civic Theatre Booking Office provides a professional and cost effective ticketing service for shows and events held in Wagga Wagga and surrounding districts. Patrons are able to purchase tickets by telephone, internet, fax, mail or in person.

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 April 2005).

#### **Civic Theatre Booking Office Opening Hours** (closed public holidays)

Monday to Friday 10.00am - 5.30pm

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

#### **Contact Details**

Civic Theatre Booking Office  
Wagga Wagga Civic Theatre  
Burns Way (off Tarcutta Street)  
PO Box 20  
WAGGA WAGGA NSW 2650

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](mailto:ingram.brad@wagga.nsw.gov.au)

#### **Advertising/Marketing**

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

#### **Essential inclusion on your marketing materials:**

##### **Box Office details**

Civic Theatre Booking Office  
Ph: 6926 9688  
[www.civictheatre.com.au](http://www.civictheatre.com.au)

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.

## Marketing Services

- a listing in our What's on Sale listing - a typed newsletter available from the Theatre foyer,
- printed promotional material displayed in designated areas in Theatre foyer,
- events staged at and ticketed by the Civic Theatre Booking Office are automatically listed on the Civic Theatre website,
- internet booking links can be provided that you can use in websites or email marketing, making it easier for customers to book tickets,
- the opportunity may arise for mention in regular radio promotion spots,
- the opportunity may arise for mention in the weekly advertising placement in the local Riverina Leader
- event included in our e-newsletter. Advance offers and special offers can be a very effective marketing tool. Please contact staff to discuss your options.
- mention in the weekly Theatre newspaper page - what's on listing
- listing on the Theatre facebook page
- event promoted on plasma screens in Theatre foyer,
- assistance with suggestions for effective local marketing,
- media contacts listing for all media contacts.
- updated sales reports on request,
- access to the Theatre's promotional partnerships with media organisations.

## Promotional partnerships:

- the Theatre uses a poster contractor who does a whole of city distribution for \$125, we can ask him to include any special interest locations in the distribution eg child care centres if it's a children's production.
- the local paper marketing partnership with the Theatre which we extend to you - this means a cheaper advertising rate and an additional 'free' placement of the ad. The deadline for booking/artwork with The Daily Advertiser is generally 2pm the day before, and 2pm on Thursday for the Weekend edition.

## What's On guide

Each month the Visitors Information Centre produces a monthly What's On pamphlet (print run of 6000 depending on demand and 1000 emailed). Inclusion is free but correct information must be supplied by the 1<sup>st</sup> of the month beforehand. Pamphlets are distributed to all accommodation providers, Visitors Centres within 200km radius of Wagga Wagga, doctor's surgeries, schools and community groups.

The staff at the Civic Theatre Booking Office are happy to discuss your individual marketing requirements, to ensure the best outcome for your event.

## 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.
- Ticket refunds are available to patrons up to 48 hours prior to a performance. For this service the customer will incur a \$5.60 administration fee on the transaction.
- Tickets sold within 48 working hours of the starting time of a performance are not refundable or exchangeable.

### **Postage of Tickets**

Any tickets that are requested by the customer to be posted, the customer will be charged an additional fee of \$2.00 to cover costs.

### **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.

### **Ticket Charges**

- Events organised by commercial organisations will attract a booking fee of \$3.00 (includes GST) will be charged to the customer on each ticket for the ticketing service provided by the Civic Theatre Booking Office.
- Complimentary tickets issued by the Booking Office will incur a fee of 35 cents (includes GST) per ticket for the first performance. Complimentary tickets for subsequent performances will attract the booking fee of \$3.00. Fees are charged to the promoter unless otherwise requested.

### **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.

### **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 ie. \$3.00.
- Where the Booking Office is required to provide a refund to patrons or exchange tickets to a new performance, an additional administrative fee of \$3.00 will be charged for this service.

### **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 comply with NPP1.3 when it collects personal information from customers and with NPP2 when it uses and discloses this personal information.

### **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.

### **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.

### **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](http://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 Supervisor on (02) 6926 9682 or by email [boxoffice@wagga.nsw.gov.au](mailto:boxoffice@wagga.nsw.gov.au) during opening hours.

*The Civic Theatre Booking Office looks forward  
to assisting you in the lead up to your event.*