



The Civic Theatre Box Office provides a professional and cost-effective ticketing service for commercial and community performances and events held in Wagga Wagga and surrounding districts. The Theatre is able to ticket events such as concerts, gala dinners, conferences, workshops, lectures and movie screenings. Sales can be made via internet, telephone and over the counter during Box Office opening hours. 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****

To be completed and returned to the Civic Theatre Box Office Coordinator, Isobel MacCallum.

PO Box 20, Wagga Wagga NSW 2650. Phone: 6926 9688 Fax: 6926 9689

Email - MacCallum.Isobel@wagga.nsw.gov.au

Event Name: _____

Promotor / Organisation: _____

Address: _____

Contact Person/s: _____ ABN*: _____

Phone: Business: _____ A/Hours: _____

Email Address: _____

*If no ABN supplied a Statement by Supplier Form will need to be filled out

Is your organisation a **COMMERCIAL** or **COMMUNITY** organisation? (please tick)

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

Venue Details

Venue Name: _____

Venue Address: _____

Venue Contact Name: _____ Venue Phone Number: _____

Performance Details

Weekdays (eg. Fri)	Dates	Start Time	Interval Start	Interval Finish	Finish Time



Ticket Pricing and Buyer Types

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

The advertised price must incorporate the booking fee into the total ticket price.

Commercial Booking Fee

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

Ticket Type	Details	Price		Booking fee		Total
One Price			+	\$4.00	=	\$
Adult			+	\$4.00	=	\$
Concession			+	\$4.00	=	\$
Member			+	\$4.00	=	\$
Student			+	\$4.00	=	\$
Child			+	\$4.00	=	\$
Group	Group size: _____		+	\$4.00	=	\$
Family			+	\$4.00	=	\$
VIP			+	\$4.00	=	\$
Other: _____			+	\$4.00	=	\$

Community Organisation Booking Fees

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

Tickets over \$20 = Booking Fee \$3.00 (incl GST)

Ticket Type	Details	Price		Booking fee		Total
One Price			+	\$2.00 / \$3.00	=	\$
Adult			+	\$2.00 / \$3.00	=	\$
Concession			+	\$2.00 / \$3.00	=	\$
Member			+	\$2.00 / \$3.00	=	\$
Student			+	\$2.00 / \$3.00	=	\$
Child			+	\$2.00 / \$3.00	=	\$
Group	Group size: _____		+	\$2.00 / \$3.00	=	\$
Family			+	\$2.00 / \$3.00	=	\$
VIP			+	\$2.00 / \$3.00	=	\$
Other: _____			+	\$2.00 / \$3.00	=	\$



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 Government Senior's Card, Pension Card, Health Care Card or Student Card. * *Delete those that do not apply for your event.*
- **Subscriber:** Civic Theatre Subscribers.
- **Student:** A person attending full time study and can demonstrate appropriate identification i.e. TAFE, University or high school students.
- **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 adjustments below:

Onsale date: _____

7 working days minimum from return of ticketing requirements to first onsale date

Would you like a presale period accessed via direct ticketing link? Yes No

Presale date: _____

Venue Capacity

Are tickets to be sold as: Allocated GA

Note that allocated seating requires a venue plan to be provided

Do you require promoter seats to be held? Yes No

Performance date and time:	Number of seats required:

Do you require any technical holds? Yes No

Including additional operating positions in venue or boxes, camera positions, sightline kills, seats used by performers etc.

Purpose	Seats

Would you like complimentary National Disability Services Companion Yes No

tickets to be available? *Refer to Page 6 for more details*

Would you like to be able to monitor ticket sales? Ticketing system login

Auto reports emailed

Email/s: _____

Frequency of reports:

Daily Weekly



Other promoter/organisation comments or requirements:

Marketing Information Required

To put your event on sale online we require the following for the event page on the website:

- A description of the event – minimum 200 words.
- Minimum one high resolution landscape event image - No text to be contained within the image.

Image Sizes:

- TicketSearch event image – 800 x 600
- Website event image – 720 x 500
- ATDW event listing image – 1650 x 1250
- Website banner slide – 1140 x 500
- Foyer TV screen image – 1920 x 1080

Please send event info through to the Box Office Coordinator: MacCallum.Isobel@wagga.nsw.gov.au

Ticketing Funds Settlement Payment Information

Please fill out the following details so we can deposit the money from tickets sold after the event. Funds will be sent from council's finance department and may take up to 30 days to be deposited.

Bank Name: _____

BSB: _____

Account: _____



BOX OFFICE CHARGES AND GUIDELINES

Ticketing at a venue other than Wagga Wagga Civic Theatre

The primary focus of the Civic Theatre Box Office is to ticket events taking place at the Civic Theatre. If the Box Office does not have the capacity to deliver an excellent level of service we reserve the right to decline to ticket your event.

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 Box Office Opening Hours

Monday to Friday 10.00am – 4.00pm. Closed public holidays.

The Box Office is open one hour prior to Civic Theatre performance time.

**operational hours are subject to change*

Contact Details

Civic Theatre Box Office, Wagga Wagga Civic Theatre

Street Address: Burns Way (off Tarcutta Street), Wagga Wagga NSW 2650

Postal Address: PO Box 20, Wagga Wagga NSW 2650

Email: boxoffice@civictheatre.com.au

Phone: (02) 6926 9688

Fax: (02) 6926 9689

Box Office Coordinator – Isobel MacCallum

Direct Line: 02 6926 9682

Email: MacCallum.Isobel@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 Box Office.
- The Box Office can print additional tickets to allow for door sales by the promoter. These will be charged a cost of 52 cents (includes GST) per ticket.
- Complimentary tickets issued by the Box Office will incur a fee of 52 cents (includes GST) per ticket. Fees are charged to the promoter unless otherwise requested.
- Please note all bookings attract a \$2 transaction fee, per transaction, payable by the customer.
- These Fees and Charges will apply until the 2024/2025 Fees and Charges are in place.

Cancellation of an Event

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

- A cancellation fee will be charged per booking as per the Hire Agreement.
- Where the Box Office is required to exchange tickets to an alternate date or time, an additional fee will apply as per the current fees and charges.



GST Disclaimer

The promoter using the Civic Theatre Box 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 Box Office accepts no responsibility or liability for payment of GST on the event component cost of the ticket.

Credit Card Charges

Commercial Events - a service charge of 1% (incl GST) is payable by the promoter on each ticket, that is purchased through our credit card/EFTPOS facility from the Civic Theatre Box Office.

Community Events - credit card service charge does not apply.

Refunds & Exchanges

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

The Civic Theatre's Exchange and Refund Policy has been temporarily varied. A person with a confirmed case of COVID-19 is able to cancel their attendance at a performance in the week before an event. This change has been made for the safety of all other patrons and staff. This temporary refund policy will be communicated to audience members through the ticketing terms and conditions and the producer/ hirer via email. This policy will be consistent across all events.

Temporary Civic Theatre Refund Policy:

- A full refund or exchange is available to any ticket purchaser who, at the time of the event, has tested positive for COVID-19.
- Refund or exchange in the above circumstances will be available up until 'last minute'. Absolutely no refunds or exchanges will be available after the performance has taken place.
- A full refund or exchange will be offered for any tickets to cancelled or rescheduled shows.
- This policy will be reviewed regularly and may revert to our Standard Civic Theatre Refund Policy of no refunds/no exchanges.

Standard 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 Box Office.
- Customers may reserve seats but must finalise payment by the agreed date. If reserved tickets are not paid by the negotiated date the ticketing system will automatically release the seats back for general sale.
- Management reserves the right to change this policy to meet Wagga Wagga Civic Theatre & promoter needs.

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. If requested before onsale the Civic Theatre Box Office can add a dedicated promotor opt-in to the sales path.

Advertising & Marketing

Where the promoter uses the Civic Theatre Box Office for ticket sales, the booking directions **MUST** read:

Civic Theatre Box Office
www.civictheatre.com.au
Ph: (02) 6926 9688

The Civic Theatre Box Office understands the importance of effective and appropriate promotion and has outlined the minimum marketing services for ticketing. All services offered will be dependent 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 Box 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.

Civic Theatre Box Office Personnel

Any enquiries concerning the service of the Civic Theatre Box Office can be directed to the Box Office Coordinator on (02) 6926 9682 or by email boxoffice@civictheatre.com.au during opening hours.

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

Signature: _____ **Date:** _____

Name: _____

On behalf of: _____