



The Civic Theatre Box 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\****

**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](mailto:boxoffice@civictheatre.com.au)

Event Name: \_\_\_\_\_

Promotor / Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person/s: \_\_\_\_\_ ABN: \_\_\_\_\_

Phone: Business: \_\_\_\_\_ A/Hours: \_\_\_\_\_

Email Address: \_\_\_\_\_

Is your organisation a **COMMERCIAL** or **COMMUNITY** organisation? (please circle/highlight)

*\*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

Days (eg. Mon, Tues)	Dates	Start & Finish Times

## 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 Civic Theatre suggests incorporating the booking fee into the total ticket price, if you would like to do otherwise, please specify below.

### Commercial Booking Fee

All 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 = \_\_\_\_\_ *\*Please indicate group size: \_\_\_\_\_*  
 Family\*: \_\_\_\_\_ + \$4.00 booking fee = \_\_\_\_\_  
 Other: \_\_\_\_\_ + \$4.00 booking fee = \_\_\_\_\_

### Community Organisation Booking Fees

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 = \_\_\_\_\_ *\*Please indicate group size: \_\_\_\_\_*  
 Family\*: \_\_\_\_\_ + \$2.00 / \$3.00 booking fee = \_\_\_\_\_  
 Other: \_\_\_\_\_ + \$2.00 / \$3.00 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 Government 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 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:



### Other Information Required

- **SALES START** date: \_\_\_\_\_  
*\*10 days minimum from return of ticketing requirements to onsale date*
- Are tickets to be sold as **ALLOCATED SEATING** or **GENERAL ADMISSION**? (please circle/highlight)
- **VENUE CAPACITY:** \_\_\_\_\_ Venue floorplan will need to be provided
- Do you require **PROMOTER SEATS** to be held? YES / NO (please circle/highlight)  
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/highlight)
- Would you like complimentary **National Disability Services Companion** tickets to be available?  
YES / NO (please circle/highlight) Please refer to Guidelines on page 6 for further information.
- **SeatAdvisor Login:** The Wagga Wagga Civic Theatre uses the SeatAdvisor Booking System, we can create a login for promoters to allow you to check on sales and run reports for all of your performances in your own time. If you have any questions regarding this login, please contact Box Office on 02 6926 9682.  
Would you like a **SeatAdvisor login** created? YES / NO (please circle/highlight)  
Who does this login need to be emailed to: \_\_\_\_\_

Other promoter/organisation comments or requirements:

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### Marketing Information Required

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

- An event image - highest image resolution possible, one portrait and one landscape orientation
- A description of the event.

Please send this info through to the Box Office Coordinator at [boxoffice@wagga.nsw.gov.au](mailto:boxoffice@wagga.nsw.gov.au)

### Ticketing Funds 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

### Events taking place at a venue other than Civic Theatre

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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 – 5.30pm. Closed public holidays.

The Box Office is always open 45 minutes prior to Civic Theatre performance time.

#### **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](mailto:boxoffice@civictheatre.com.au)

Phone: (02) 6926 9688

Fax: (02) 6926 9689

Box Office Coordinator – Lauren Reynolds

Direct Line: 02 6926 9682

Email: [Reynolds.lauren@wagga.nsw.gov.au](mailto:Reynolds.lauren@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

Street Address: 183 Tarcutta Street, Wagga Wagga NSW 2650

Postal Address: PO Box 20, Wagga Wagga, NSW, 2650

Phone: 1300 100 122

Fax: 02 6926 9629

## 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 47 cents (includes GST) per ticket.
- Complimentary tickets issued by the Booking Office will incur a fee of 47 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 2019/2020 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 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 Box 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 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**

Visa and MasterCard are accepted.

**Commercial Events** - a service charge of 1.5% (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.

### **Other payment types**

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

## **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.

### **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 arrange payment as soon as possible. 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.

**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](http://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](mailto: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:** \_\_\_\_\_