

ARRANGEMENTS FOR PROVISION OF BOX OFFICE SUPPORT SERVICES SUPPLIED BY AN GRIANAN THEATRE

Terms and Conditions:

The box office support service entails programming events into the box office system, selling advance tickets for events at the Regional Cultural Centre (RCC) and making financial reconciliation for the events within an agreed time frame. This service is designed for the RCC on the basis that there is no box office terminal there to supply tickets through the Tickets.com ticketing system. It also assumes that An Grianán Theatre is the sole ticketing provider for the RCC.

Box Office

1. Before an event is put on sale, all public information such as press releases and mail shots must be given to the box office. Information required includes Press releases, email circulars etc. Failure to do so may result in wrong information being given to customers. It is essential that the details supplied for each event includes the following information:
 - Name of Event:
 - Date:
 - Time:
 - Ticket Prices:
 - Capacity:
 - Information on support acts for Music gigs
 - Number of tickets to be held back for sale at the RCC
 - Duration of show
 - Age suitability
2. Other important information required by the box office staff is information for those people with disabilities such as the following:
 - Parking details for those with disabilities
 - Where wheelchair places are positioned in the auditorium
 - Availability of induction loops for the hearing impaired
3. Information such as press releases citing An Grianán as the box office should not be released before the theatre confirms to the RCC that the event is on sale. To do so may delay it being put on sale and will result in our box office turning customers away.
4. All shows will be sold on an unreserved seating basis.
5. The box office service is for advance sales. Tickets will be prepared for delivery to the venue on the day of the event at an agreed time. Appropriate arrangements should be put in place to ensure that batched tickets are collected in time to be taken to the venue. This is the RCC's responsibility.
6. It is the theatre's usual policy that tickets cannot be refunded. Tickets may be exchanged for a credit voucher subject to a €1 administration charge per ticket (and in the case of internet bookings minus the cost of the booking fees). Credit vouchers remain valid for one year from the date of issue. Tickets must be exchanged 24 hours prior to the performance. If customers

have already collected tickets then they must return the tickets to the box office before the theatre can exchange them.

7. It is An Grianán Theatre's usual policy not to post out tickets to customers as this has given rise to confusion in the past. If a customer insists on having tickets posted out they will be charged an additional €1.50 for this service.
8. An Grianán Theatre's box office is open 6 days per week. Monday – Friday 9.30 AM – 6 PM and Saturday 10 AM – 6 PM. It is not normally opened on Sundays and Bank Holidays. If the RCC have events at times outside the theatre's normal opening hours it is extremely important that the pertinent information relating to purchase of tickets is made public. The theatre will ensure that its box office answering machine message has accurate and up to date information for ticket sales relating to the RCC's events.
9. The box office service does not include the provision of An Grianán Theatre Box Office personnel to the RCC for door sales at the venue.
10. An Grianán shall lodge all Box Office receipts and deduct the relevant charges. The balance of the box office (net of c/c charges) shall be forwarded to the RCC within an agreed time frame.
11. An Grianán is able to offer an internet ticketing service to the RCC and this is available to the public 24/7. If a show is to be sold on the internet please note that this requires additional preparation time as at least two weeks notice is required by Tickets.com before they can host the event on the internet. There is an extra cost per ticket sold on the Internet, which the customer pays. This covers the charge levied by the company, which administers Internet payments.
12. The theatre cannot administer invite lists or guest lists on behalf of the RCC as the box office staff may not have sufficient capacity to do so during busy periods. It is better that the list is coordinated by the venue issuing the list as it reduces confusion. It is still important that the theatre's box office staff be informed about invites so that it has the relevant information for any enquiries from members of the public. It is also important that the theatre be informed of the number of tickets, which the RCC wish to hold back for guest lists so that the event is not oversold.
13. If the RCC wishes to take an allocation of tickets for sale in the RCC venue then only a small number of tickets should be taken at a time eg. 10 per event until they are sold and then another small batch can be issued if necessary. This will reduce the need for returns to the theatre box office if a show is selling very well which will subsequently reduce confusion at the box office about the number of tickets available for each event.
14. The theatre's Box Office is also a switchboard and reception area. Staff members do not have time or authority to deal with all queries. During office hours, the RCC's appointed coordinator should liaise directly with the Box Office and Marketing Manager [NAME] about box office matters and the Accounts officers, [NAME] and [NAME] about financial issues.