



TICKETING INFORMATION

OVERVIEW

The Isaac Theatre Royal is dedicated to providing clients with a professional ticketing service that also provides the maximum safeguards for patrons.

The Isaac Theatre Royal retains exclusive right to ticket all events within the venue. The Isaac Theatre Royal has contracted Ticketek New Zealand as its ticketing agent. The ticketing of all events shall be done by Ticketek New Zealand. Exceptions may be provided for schools and local not for profit children's shows.

Ticketek New Zealand provides a Client Manager for all clients of the Isaac Theatre Royal. This person is dedicated to handling the ticketing needs of the Isaac Theatre Royal's client.

This fact sheet is designed to set out the key information as plainly as possible, so clients know the benefits and the implications of ticketing.

TICKETEK SERVICES

SENIOR EVENT MANAGER

Ticketek provides a dedicated Event Manager to look after all ticketing of events within the Isaac Theatre Royal venue. Contact the Isaac Theatre Royal Senior Account Manager at Ticketek: Austin Procter – austinp@ticketek.co.nz 027 213 3169 / 03 260 5261 or Bianca Lindstrom – Event Manager 027 454 5763 / 03 2605263 – biancal@ticketek.co.nz

ADVERTISING SERVICES AND SUPPORT

Ticketek has a range of services designed to support ticket sales. Services include: event listings, website, national ticketing publications, database mail-out services. Contact the Isaac Theatre Royal Senior Event Manager at Ticketek for further information.

REPORTING

The Ticketek Network has sophisticated reporting capabilities and can often be tailored to meet specific needs. Daily reports can be emailed for monitoring sales as well as having access to Ticketek's online reporting sales tool, insight. After the event, full reporting can provide a complete picture on where tickets were purchased, how many on each day and other key information. Contact the Isaac Theatre Royal Senior Event Manager at Ticketek for further information.

BOX OFFICES

ADVANCE SALES

The box office at the Isaac Theatre Royal is the designated venue outlet for any performance. Tickets can also be purchased from any Ticketek outlet throughout New Zealand.

The Isaac Theatre Royal box office daytime hours are 10am to 5pm Monday to Friday. The box office is open 1 hr prior to show times.

The Ticketek call centre is open to calls from 8.30am to 8pm Monday to Friday, and 9am to 5pm Saturday and Sunday, every day of the year except Christmas Day. The call centre phone number is 0800-842-538.

TICKETEK AGENCY NETWORK

Ticketek has an extensive nationwide outlet network. These agencies provide over the counter selling points for tickets in many towns and cities in New Zealand. Contact the Ticketek agencies:

<http://premier.ticketek.co.nz/Content/Outlets/agency.aspx>

KEY INFORMATION

SERVICE FEES (OUTSIDE CHARGES)

The service fee is the amount paid by the customer and varies according to which sales channel is used.

All prices quoted include GST:

- Call Centre (regular mail, email)\$9.25 per transaction
- Ezyticket (print at home tickets)\$5.25 per transaction

- Mobile Tickets (tickets delivered to a mobile device) \$5.25 per transaction
- Group Sales (with tickets mailed via standard post) \$9.25 per transaction
- Internet (with tickets mailed via standard post) \$8.25 per transaction
- Box Office per transaction - \$2.00 per ticket
- Agency Per Ticket - \$3.00 per ticket

IMPORTANT NOTE

In order for you to comply with New Zealand consumer legislation, all advertising regarding your event must state that "service fees will apply".

TICKETEK REFUND POLICY

Ticketek adheres strictly to both the Fair Trading Act and the Consumer Guarantees Act. Once booked, Ticketek does not refund or exchange tickets except in accordance with New Zealand legislation, or as instructed by the promoter of an event.

INSIDE CHARGE

On each ticket sold, Ticketek charges an "inside charge", a charge that is not visible to the ticket purchaser but is deducted from the sale price as a service charge, i.e. if the inside charge is \$3.00 per ticket and the ticket price is \$55.00 then the net box office after the inside charge is deducted would be \$52.00 per ticket. (NB. Other charges may also be deducted).

The inside charge per ticket is on a sliding scale, all dollar amounts below include GST:

Effective 1 July 2016

Face Value of Ticket (incl Inside Charge)	Inside Charge (incl. of GST)
Up to \$9.99	\$0.55
\$10.00 - \$34.99	\$2.70
\$35.00 - \$49.99	\$3.20
\$50.00 - \$74.99	\$3.75
\$75.00 - \$99.99	\$4.00
\$100.00 - \$149.99	\$4.45
\$150.00 and above	3% of face value

EARTHQUAKE RESTORATION LEVY

All seats sold for performances at the Isaac Theatre Royall attract an Earthquake Restoration Levy of \$2.50 per ticket (payable by the patron at point of purchase, and not deductible from ticketing settlement.) This is applicable to all tickets sold with a retail value greater than \$35.00. This levy should be **included within the advertised ticket price** and is shown separately on the printed ticket. (Please refer to clause 11 of the venue contract).

PRINTING FEE

For complimentary or zero value tickets issued by Ticketek up to the venue limit, a printing fee will be charged per ticket to cover the costs of handling and printing. This fee is .50¢ per ticket.

Complimentary tickets issued in excess of the venue limit will be charged at the applicable inside charge.

CREDIT CARDS

The credit card companies charge their own commission on the purchase of tickets through Ticketek. The commission due is deducted from the box office income by Ticketek at the time of settlement. The commission rates are 2.65% Amex/Diners and 2.55% Visa, MasterCard and Bankcard. The promoter may elect to pass this charge on to the customer. Please communicate this with your account manager.

CANCELLATION FEE

Should an event be cancelled or postponed (change in venue, date or act), a cancellation fee calculated as equal to twice the sum of all inside charges on tickets sold prior to cancellation is payable to Ticketek by the promoter of the event. Should an event be cancelled, or if an event is postponed and the ticket purchaser is unable to attend the new date/time, Ticketek will refund the ticket purchaser the price of the ticket and the service fee paid.

HOUSE SEATS

The Isaac Theatre Royal reserves the use of 12 seats in the venue. These reserved seats are called "House Seats". The actual seats reserved are specified on a permanent basis are generally in the premium seating areas.

Usually, the seats held are: Stalls row J 14,15,16,17,18 and 19 and Circle row C 15,16,17,18 and row E 32 and 33.

House Seats are used by the Isaac Theatre Royal to accommodate patrons for many purposes, which may include promotional, Directors, client hosting and staff.

MONIES HELD IN TRUST

Ticket sale monies remain the property of the ticket purchaser until such time as they receive what they have paid for. Neither the Isaac Theatre Royal or the Promoter/Client may access the money held in trust by Ticketek until the completion of the event for which the purchasers have brought tickets for.

SETTLEMENT

The procedure for the settlement of ticket sales income is prescribed in the License Agreement. In summary, on the business day following the event the Isaac Theatre Royal shall instruct Ticketek to deduct from the box office income all ticketing and other charges and retain these fees, then deduct the venue charges due and pay the Isaac Theatre Royal direct. Ticketek will then pay the balance to the client. Both Ticketek and the Isaac Theatre Royal shall supply the client with full details of the transactions. Payment of any box office to the client may be by cheque or electronic direct credit.

For multiple day events, a settlement can happen each business day following a performance. For commercial seasons settlement can be weekly, on the Monday of each week, by prior arrangement.

In the event that there are insufficient funds in Trust to cover the ticketing and/or venue charges both Ticketek and the Isaac Theatre Royal will issue invoices for the balance owed. The client is required to pay in full that same day. Clients must have the ability to settle accounts with the Isaac Theatre Royal and Ticketek in the event ticket sales income does not reach anticipated levels.

PATRON COMPLAINTS AND REFUND POLICY

Complaints that are directed to either the Isaac Theatre Royal or Ticketek that we believe are the responsibility of the client will be recorded and then passed to the client for action and follow-up. We will tell complainants that we are referring the matter to the client and give them the client postal address and office telephone number should they request it, so they may contact the client directly.

Complaints, which we believe, relate to the venue or ticketing service will be handled by the Isaac Theatre Royal or Ticketek respectively.

In the event that we anticipate some of the people who attended an event may seek refunds, we will hold back funds from the settlement to cover potential refunds. We will not refund ticket purchasers without adequate consultation. In some instances we are bound by law to make a refund, usually under the Consumer Guarantees Act, and in these instances we will make the refunds to purchasers required and report on the refunds made.

KEY INFORMATION FOR TICKETEK WEBPAGE

Compulsory Event Page Requirements:

- Hero Image: 609w x 285h – 20kb max
- Featured Tile: 189w x 88h – 7kb max
- Event Page Image: 298w x 170h – 15kb max
- Newsletter Tile: 120w x 90h – 6kb max
- Mobile Site Screen Image: 61 pixels wide x 61 pixels high – Mac downloadable size 5kb
- Approved Text: 150 words or less
- Mobile Site Event Synopsis: Maximum of 50 words or 4 lines of text (incl. line breaks)

Optional:

- ezyTicket Banner: 408w x 191h – .png file
- Gallery Images (Max 4): 500w x 375h – 100kb max
- Video: 228w x 171h – Ratio 4:3 1MB max (FLV format, mpg, mpeg or wmv) or ONE YouTube link

Using the Ticketek Brand:

- Guidelines on the use of the Ticketek brand can be found at <http://www.ticketek.co.nz/brand>