

**THIS FORM MUST BE TURNED IN AT LEAST 14 DAYS PRIOR TO YOUR
DESIRED ONSALE DATE!**

READ THIS INFORMATION!

- Box Office Contact Information
 - Phone: 480-350-2822 (480-350-2TCA)
 - Address: 700 W Rio Salado Pkwy, Tempe AZ 85281
 - Fax: 480-858-7710
 - Website: <http://www.tempe.gov/tca>
 - Hours
 - Regular hours: 10 am – 6 pm Monday – Friday AND/OR
 - Open two hours prior to the first show of the day; close after intermission of the last show of the day
- Advertisement Wording
 - All advertising **must** include a note about box office fees. A good way to include this information is to list your base ticket prices with an asterisk next to them and put the companion asterisk at the bottom of the page with the phrase “prices do not include service or convenience fees.” Regardless of how it's worded, every piece of advertising needs to include this information. The fees are as follows:
 - \$1 per ticket sold via the box office phones or windows
 - \$3 per ticket sold via the internet
- Some standard box office policies are:
 - We do not accept ticket orders via e-mail; only through the phone, at the box office in person, or via our website.
 - Everyone, including infants, must have a ticket. Lap passes or infant discounts can be issued at your discretion and are subject to normal fees.
 - Tickets are non-refundable. They can be exchanged within the run of a performance for a \$5 fee per ticket, subject to availability. Exchanges must be requested and completed prior to the original performance time. Once a performance has passed, all tickets are void.

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*This sheet is supplemental to Attachment A of the TCA Operating Policies.
Please review the Operating Policies and Attachments.*

Complimentary Tickets

As the promoter, you are welcome to request as many comp tickets as you would like. As of September 1, 2014, every comp ticket processed will incur a 30c fee to cover the Ticketforce charges and cost of ticket stock. **We require all comp ticket orders to be in writing.**

Consignment Tickets

We are very flexible with consignment tickets. You may request up to 30% of the house as consignment tickets. All unused consignment tickets must be returned to the box office by noon 2 business days before your first performance. We do not require a deposit on your consignment. **If the unused tickets are not returned to us by the deadline, they will be considered "sold" at show settlement.**

Assigning and distributing consignment tickets can be done in a couple of ways. You can take all your consignment tickets with you up front and assign and distribute them yourselves, or you can take orders and assign seat locations and then give the orders with seat locations to the box office to process and put at will call. We do not mail out consignment orders that we have processed; if you would like the tickets to be mailed, then the first option is best for you.

Please make a list of patrons' names and seating location/quantity of tickets for all consignment tickets. **If you do not provide the box office with this information, then any lost or stolen consignment tickets cannot be replaced and any patron in this situation will not be able to attend the show.**

All consignment tickets that are printed and then returned incur a consignment ticket fee of 25c per ticket.

Pricing your Consignment Tickets: The box office fee is \$1 per ticket. This covers the TicketForce fee, the cost of ticket stock and ticket envelopes, etc. When you price your consignment tickets to include this \$1 fee, you are passing these costs along to the ticket purchaser rather than incurring them yourself. **Please make sure you are charging that \$1 fee per ticket to your patrons, because we will deduct it for all "sold" consignment tickets at show settlement.**

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Tempe Center for the Arts Box Office Information Sheet: Setting Up Your Event

- Company name and contact person's name & number:

- Event name: _____
- Event date(s) and time(s): _____

- Estimated run time and format: _____
- Which performance space? _____
- Which seating configuration (select one)?
 - Theater: CHOOSE ONE: Sound board in row J Sound board in sound booth
CHOOSE ONE: Pit Seats In Pit Seats Out
 - Studio: End Stage 1 (192 cap)/End Stage 2 (206 cap)/End Stage 3 (220 cap)
NOTE: the extra seats remove 3' of stage in #2 and 6' of stage in #3!
Arena (210 cap) / Thrust (185 cap) / OTHER (describe below)

- Assigned seating or general admission? _____
- Number & location of artist holds: _____

- Public on-sale date and time (**min. 14 days from now**): _____
- How many price levels? _____
Cost per ticket per price level (excluding box office fee): _____

- Desired ticket text (up to 7 lines, around 40-45 characters per line [may vary]):

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- Presales (choose one): YES NO

- If yes, for whom, password, price per ticket, and on-sale date/time:

FOR: PASSWORD?: PRICE: DATE/TIME:

- Discounted tickets (choose one): YES NO

- If yes, for whom, password if applicable, and price per ticket:

FOR: PASSWORD?: PRICE:

This form must be turned in at least 14 days prior to your desired on-sale date.

Please e-mail form to kara_osburn@tempe.gov or fax to 480.858.7710.

Call Kara at 480.350.2823 with any questions. Thanks! 😊