

# Tempe Center for the Arts



## BOX OFFICE POLICIES & PROCEDURES

### POLICIES AND TICKETS

#### **Box Office Policies**

- **Box office setup form must be received by the TCA box office 14 calendar days prior to the desired on-sale date. If this deadline is missed, an on-sale date will be assigned by the box office supervisor.**
- All tickets must be purchased through the TCA box office either online, via telephone, or in-person at the box office window. *No ticket requests will be accepted through email.*
- All patrons must have their own ticket, *including children and infants.* Lap passes or infant discounts may be issued at client's discretion and are subject to normal TCA box office fees.
- All tickets are non-refundable.
- Tickets may be exchanged for another performance of the same event subject to availability. Change fees apply. Changes must be requested and completed prior to the original ticketed performance time. Please use the Ticket Exchange Request Form found on the TCA website to process all requests.
- Upon completion of a performance, all tickets for that performance are void.

#### **Comp (Complimentary) Tickets**

Comp tickets are tickets the client may request to distribute to patrons free of charge.

- It is recommended that client provide a list of comp ticket recipients to the box office and have the patrons pick up their tickets individually at the box office will call. If the client desires to distribute tickets to recipients, client must provide the box office a list of names of all recipients. Lost or stolen tickets will not be replaced without an accurate list of patron information.
- **Only comp ticket requests received in writing (email, fax or handwritten) will be honored.**
- Box office fees apply to all printed tickets. See fee schedule.

#### **Consignment Tickets**

Consignment tickets are tickets provided to the client by TCA for the client to sell directly to patrons. Up to 30% of the desired amount of tickets for sale may be requested for consignment.

- **Only consignment ticket requests received in writing (email, fax or handwritten) will be honored.**
- Client may request consignment tickets in advance and assign and sell to patrons as desired. Tickets may be obtained at the TCA box office. Client is required to provide the TCA box office with patron information after distribution. Lost or stolen tickets will not be replaced without an accurate list of patron information.
- Client may request consignment tickets and provide TCA with patrons' information without taking printed tickets. Client must provide patrons' names and seat locations. TCA box office will process and hold the tickets at will call for the patron to pick up individually prior to the performance.
- When pricing consignment tickets, please include the TCA box office fees (client and patron fees) in the ticket price to the patrons. Fees will be deducted from the client's ticket revenue at show settlement. See fee schedule.
- All unused consignment tickets must be returned to the TCA box office by 12 P.M., two business days prior to the first performance.
- All unused and unreturned tickets will be assessed the "consignment sold" fee and will not be released for resale. See fee schedule below.
- Box office fees apply to all printed tickets. See fee schedule.

### **Presale Tickets**

Presales refer to a period of time in which designated groups have first access to purchase tickets prior to the general public. For example, this list could include preferred groups such as donors or fan club members that would be offered the opportunity to purchase tickets before the official on-sale date.

- Presale tickets may be offered at full price or a discounted price.

### **Box Office Fees**

<b>Box Office Fee Schedule</b>	
Client Fees	Amount per Ticket
Comp Ticket Fee	\$.30
Consignment Unsold/Returned Ticket Fee	\$.25
Consignment Unsold/Not Returned Ticket Fee	\$1.00
Consignment Sold	\$1.00
Patron Fees	Amount per Ticket
In-person/Telephone Ticket Purchase	\$1.00
Online Ticket Purchase	\$3.00
Ticket Change Fee	\$5.00

## **ADVERTISING INFORMATION**

### ***TCA contact information for advertising your event on your own website***

#### ***Address (where your event will be performed and where to purchase tickets in person)***

Tempe Center for the Arts  
700 W Rio Salado Pkwy  
Tempe, Arizona 85281

#### ***Contact (to purchase tickets from TCA)***

480-350-2822

Website <https://tca.ticketforce.com/>

#### ***Box office hours***

10 A.M. - 6 P.M. Monday-Friday. Additionally, open 2 hours prior to the first show of the day through end of intermission for the last show of the day.

### ***Guidelines for advertising an event held at the TCA***

**All advertising MUST include information about box office fees.** When listing ticket prices for the event, a note must be included stating that the price DOES NOT include service and convenience fees. *Example:*

*"Tickets \$10 plus service fees"*

*or*

*"Tickets \$10\**

*\*prices do not include service or convenience fees"*



Applicant Information			
Application date: <i>(application must be received <b>14 calendar days</b> prior to the desired sale date)</i>			
Primary contact name:			
Address:			
City:	State:	ZIP code:	
Office phone:		Cell phone:	
Email:			
Event name:			
Event date(s)/time(s):		Estimated run time and format: <i>(Example - 1<sup>st</sup> Act: <b>40 min.</b>, Intermission: <b>15 min.</b>, 2<sup>nd</sup> Act: <b>50 min.</b> will be written as <b>40/15/50</b>)</i>	

Venue Information			
<b>Please select one of the following performance spaces:</b>			
Theater	Studio	Lakeside	Other (please indicate):
<b>Please select one of the following seating configurations (if applicable):</b>			
Theater	Pit seats in (595 capacity)		No pit seating (562 capacity)
Studio	End stage configuration: 192 capacity		206 capacity 220 capacity
	Other studio configuration (thrust, arena, flat floor - please describe):		
<b>Please select one of the following seating assignments:</b>			
Assigned seating		General admission (no seat assigned)	

Ticket Information	
Public on-sale date: <i>(Cannot be the same as application date. Must be at least <b>14 calendar days</b> after application is received by the box office)</i>	
<b>Which of the following special tickets would you like to request for your event? Please specify quantity.</b>	
Comp:	Consignment (max. 30% of capacity):
<b>Please indicate the price levels for your tickets (excluding box office fees).</b> <i>For example: Orchestra level seats-\$50; Balcony seats-\$25</i>	
Price Levels:	Levels/Prices:
<b>Please indicate discounted ticket price and for whom they will be offered (if applicable- excluding box office fees).</b> <i>For example: Senior discounted price- \$20; Student discounted price- \$15. Please provide a promo code for discount, if desired. Promo code example: ASU2015</i>	
Discounts:	Eligible Groups/Prices/Promo codes:

Ticket Information	
<b>Please indicate presale ticket price and for whom will they be offered (if applicable, excluding box office fees). Promo code example: FANCLUB</b>	
Presale Groups:	On-sale dates/Prices/Promo codes:
<b>Please indicate desired text for printed tickets (up to 7 lines, approx. 45 characters per line). Example below:</b>	
<i>Name of Company  Presents  Name of Show  Tempe Center for the Arts   Theater  Day(s), Date(s) &amp; Time(s)  www.yourwebsite.com</i>	
Line 1	
Line 2	
Line 3	
Line 4	
Line 5	
Line 6	
Line 7	

Group sales
Are you interested in promoting group sales through a partner group sales marketing company? yes      no

Submission Information
Download form->Open and fill out form using <a href="#">Acrobat Reader DC</a> ->Save->Attach to email reply -> Send.
Email completed form to <a href="mailto:kara_osburn@tempe.gov">kara_osburn@tempe.gov</a> or fax to 480-858-7710.

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