

**TICKETING & PUBLICITY FORM
FOR NON-CORE THEATRE SHOWS
(Also known as Outside or Other Venues)**



Complete and return this form in order for us to set up and sell tickets and publicise your event.

ABOUT YOU (This also means: Group / Club / Company / Society etc. as appropriate)

NAME _____

Address _____

Postcode _____ e-mail _____ Ticket Contact _____

Daytime Tel. No: _____ Mobile _____

ABOUT YOUR TICKETS (This info will be shown on your tickets)

TITLE of Show / Event _____

Show presented by (optional i.e. Promoter/Society) _____

Second line text (optional) _____

Venue Name _____ Keep this short – full addresses don't fit – some promoters use the second line (just above here) as address/postcode info.

Concession prices: Optional - not always used . Child concession is almost always age 16.
Group Booking discount is optional but where selected, it will be 1 free in 10 only.
Do you want group discount? Circle here: YES PLEASE / NO THANKS.

Date tickets go on sale to the general public _____ (allow 10 days notice for website)

Day	Date	Start Time	Full Price	Concession	*Child	Office code

Show total running time: _____ mins. Interval (s) Yes / No at _____ : _____ am/pm

Do you wish to sell any tickets yourselves? YES / NO If yes how many? _____

Do you need free guestlist tickets reserved? YES / NO how many? _____ which seats/rows? _____

Describe you requirements here:

When completing this form you are deemed to have read and agreed to the contents relating to your own event. Failure to make appropriate checks regarding all terms and conditions could result in errors for which the venue are not responsible and will be passed on to the signatory of this form.

SHOW INFO Improper advertising can lead to complaints and refunds. You must notify us of any amendments as soon as you become aware. i.e. change of support act/performer or show content.

SHOW INFORMATION. Brief description to include; suitable age range, any author/composers, brief plot, hit songs, swearing, nudity or strong content. Ensure info supplied is valid, correct and true. Use a separate sheet if you need to explain in greater details or wish to list performers.

Suitable for ages: _____ (when left blank we will assume ANY age)

PRINTED PUBLICITY: Send one or two posters and some leaflets (where available) we can't guarantee their display. For overprinting and publicity please use:- Box Office: 0121 704 6962. www.thecoretheatresolihull.co.uk where details of the show will be available/on sale.

IMAGES & LOGO: We need a good quality image, supplied as a jpeg/tiff file emailed to thecoretheatre@solihull.gov.uk clearly titled with show title/date and marked 'For Website'.

OTHER CONTACTS (if different from those you have given overleaf)

Membership contact for people interested in joining your group/classes (if applicable).

Name _____

Daytime Tel _____

Email: _____

Marketing contact regarding print, pics or other publicity matters (if applicable).

Name _____

Daytime Tel _____

Email _____

WEBSITE & ONLINE SALES

We may promote your show on our website unless you write NO here

We may promote and sell your tickets ONLINE unless you write NO here

Please read **all** the accompanying information before signing this form as you are agreeing to our website, ticketing & publicity terms and conditions. Keep info sheets for your future reference. Please speak to staff if you are unsure or have queries regarding your show.

Signed _____ Print Name _____

Title _____

Date _____

TERMS & CONDITIONS FOR PROMOTERS OF OUTSIDE EVENTS (THIRD PARTY TICKETING)

These terms and conditions apply to all performances where tickets are provided and sold via The Core Theatre Box Office (formerly Solihull Arts Complex) relating to events/tickets being sold for other venues and/or promoters. An 'Outside event' means events at other venues other than The Core Theatre and doesn't mean outdoors (although we *can* sell for outdoor plays, fireworks etc).

SEATING

- 1 The total number cannot be exceeded. The responsibility lies with promoters/venues to check that any legal Fire Regulation requirements are followed and strictly adhered to.
- 2 The promoter should make Box Office aware of any restricted viewing or seating so that they can be correctly advertised and sold - reducing the risk of complaint/refund etc.
- 3 For wheelchairs, promoters should make Box Office aware of where wheelchair users should be allocated, or if seating is unreserved – let us know if there are any specific arrangements in place for wheelchair users i.e. arrival, viewing or facilities.
- 4 **Reserved** seating i.e. A1, B2, etc. are normally only given where seating is fixed and numbered, whilst **Unreserved** seating i.e. 22, 23, 24 etc. are normally 'turn up and sit anywhere' basis. Promoters should state this clearly as it shows on website and tickets.
- 5 Please supply photo/jpg of the venue interior seating and an exterior pic if possible.

TICKETS

- 6 Child ticket = children aged 18 months up to 16 years. Student = those in full time education. Unwaged refers to those on Jobseeker Benefits whilst Senior applies to those aged 60+. Promoters do not have to offer any or all concessions, they're optional.
- 7 Carer seats are given free to people who cannot attend unaided or exit the building in an emergency. Usually for wheelchair users and people who are registered blind, but can also include people with other conditions. Carer seats will show a zero value on the Promoters Sales Report and are given to holders of a Carer's Card (issued by local authorities). Simply being a Registered Disabled person doesn't qualify a buyer to receive a free Carer's Seat.
- 8 Large groups should be carefully managed by promoters and/or Box Office to ensure smooth arrival/exit and appropriate seating for the groups size, age and mobility.
- 9 There is a 'No exchange or refund policy' on all tickets sold. This is mentioned at point of sale both within our office and online. Promoters selling tickets themselves must also give buyers this info, particularly regarding returns, refunds and wheelchairs info etc.
- 10 If show is cancelled by promoter Box Office will only refund any tickets sold through Box Office (this includes online sales) at a refund fee per ticket (currently £2 + vat) payable to the venue by promoter. This covers the cost of either calling and/or writing to all ticketholders, plus staff, internet and Merchant card costs involved in refunding customers. Promoters are recommended to double-check their venue availability and performer contracts very carefully to avoid expensive cancellations. Tickets sold by promoter/Agent (see 11-14) will be refunded by the promoter/Agent and not Box Office.

SELLING TICKET AS AN AGENT

Promoters can take an allocation of tickets from their total available seats in order to sell (or give away) themselves. This might be to parents, club members, cast and musicians, guest list or family. Agents should state which seats are required and also exactly WHO is allowed to request tickets. Preferably **one person** is normally named as Ticket AGENT and they solely deal with Box Office staff.

- 11 Agents should book/reserve their own ticket requirement before release to public.
- 12 Once the first Agent allocation (11 above) has been sold, subsequent ticket orders allow promoters to continue selling tickets if they wish. Some promoters take no allocation and sell no tickets whatsoever themselves, whilst others such as schools keep some for sale by their school office. Some groups ensure that all their press, promotion and publicity guides their audiences to Box Office to ensure everyone receives the same accurate info.
- 13 AGENT ticket requests should be emailed to: **agencytickets@solihull.gov.uk** with clear Instructions of numbers/rows/seats and any collection arrangements required. AGENTS should allow 24 hrs. from request to collection, not including weekends as the above email address is not looked at between 4pm on Friday and 10.30am on Monday.
- 13 Tickets given to Agents show as ZERO value on the Box Office system. After the show a final sales report will be produced which enables staff to forward a cheque for Box Office sales (less standard credit card fees) to the Promoter or Society/Group named on this form.
- 14 Online ticket sales are limited to a maximum of 9 tickets per transaction.

PUBLICITY

Promoters are responsible for their own press and publicity, but venue staff will happily proof it.

- 16 When we sell tickets as an AGENT, e.g. for shows at outside venues, this may be acknowledged on any webpages. Our responsibility and liability is limited to the price of the ticket and excludes other fees/charges.
- 17 Customer complaints about tickets/sales will be handled by the venue in the first instance or forwarded to promoters i.e. Complaints about mis-advertising, the show, show content, seating. We sell in good faith, based on the info provided and where this is found to be incorrect, we may handle complaints/refunds without reference to the promoter.
- 18 Events at other venues are not included in The Core Theatre brochures but are promoted online. Staff retain final control on website entries – copy and images supplied by outside promoters may be amended or cropped without reference or permission.

Promoters/Agents should initially call **Box Office** on **0121 704 6962** during normal office hours with any queries, or contact the Marketing Staff on 0121 704 6949 or 6979.

If there is something you are not sure of, please don't submit the form as amendment later may be difficult and costly. Marketing staff won't put tickets on sale until a completed, signed form has been received by post or scanned and emailed.