



2022 Ticketing Services Policy

Event Build

You are required to fill out an event build form for your event. The information you supply will be used to build your event in our ticketing system and website. We require a minimum of seven working days from receipt of the completed form to build your event.

Points of Sale

We will sell tickets on your behalf through the follow channels:

- Online via our website
 - Over the phone
 - At the Box Office counter
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Ticketing Fees

We charge two main fees for ticketing events:

- **Inside fee:** This is a *per ticket* fee charged to you, to recover some of our ticketing maintenance costs. This fee is listed in your contract and event build.
 - **Transaction fee (or outside fee):** This is a *per transaction* fee charged to the customer, to recover some of our ticketing maintenance and customer service costs. Our transaction fee for online and phone sales is \$6. Counter sales do not incur a transaction fee.
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Additional Fees

Two additional fees will apply:

- **Credit card merchant fees:** Charged by our bank for processing your credit card transactions. Passed on to you at cost.
 - **Ticketing printing fees:** Apply when we allocate complimentary tickets for you. This fee is \$0.60 (+ GST) per ticket.
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Advertised Ticket Prices

It is essential that any ticket prices advertised on your marketing material are correct and include inside fees. Any advertised ticket prices must also include the disclaimer: *Transaction fees may apply.*

Agency Allocations

We have relationships with several external ticketing agencies including Ticketek, Ticketmaster and TodayTix. If you would like one of these agencies to take an allocation of tickets for your event, please contact our Ticketing Manager. Additional fees will apply.

Hold Procedures

Your event build offers an opportunity to have seats held for complimentary guests (these seats are referred to as promoter holds), and for camera operators. If you wish to assign specific seats to these holds, or change the number or location of held seats, please contact our Ticketing Manager. Promoter hold allocations above 10% of sellable capacity must be agreed to by our Ticketing Manager.



Complimentary Ticket Procedures

- In advance of your event, we will send you a link to distribute to your complimentary guests. Using the link, your guests will be able to book their tickets through our website.
 - Alternatively, we may send you a form to complete with the names and contact details of your guests.
 - Your guests' tickets will be emailed to them prior to the event.
 - Any promoter hold seats that have not been converted to complimentary tickets two hours prior to the event will be released for sale.
 - You must nominate one person from your organisation to manage complimentary ticket requests, and ad hoc complimentary ticket requests will not be accepted.
 - Larger volumes of complimentary tickets (for opening nights, competition winners etc.) will need to be separately negotiated with our Ticketing Manager.
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Companion Cards

All events at our venue must accept Companion Cards. Companion Cards are government-issued concessions for companions of people with a disability. The Box Office will issue a complimentary ticket to any cardholder attending with an access patron.

COVID-19 Event Changes and Customer Booking Options

If your event is postponed, rescheduled or cancelled due to COVID-19, we reserve the right to offer customers the option to transfer to another performance of your event if possible, convert their ticket/s to a Seymour Centre gift voucher, donate the cost of their ticket/s to Seymour Centre, or accept a refund.

Reporting

We will provide you with event sales reports, sent to the email address/es you provide in your event build. Our reports show sales for a set period, sales to date, holds and reservations.

Customer Data

On request, we can supply you with the names and email addresses of customers who opted-in to receive marketing communications from your company at point of purchase. You may use this data for its intended purpose only. We can also supply basic de-identified data (e.g. postcodes only) about customers who attended your event.

Customer Terms and Conditions

Our customer terms and conditions for ticketing and event attendance can be found [here](#).

Ticketing Contact

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