

# Barre Opera House

PO Box 583

Barre, VT 05641

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## **Barre Opera House Box Office Policies**

***NOTE: Signature of the BOH Box Office Agreement includes acceptance of these policies. All rates subject to change, and nothing is considered final until a completed and signed Rental Agreement, Box Office Agreement and deposit are received by the Barre Opera House.***

### **Box Office Services**

1. The Barre Opera House, doing business as the BOH Box Office will:
  - A. Be open during the published hours of Tuesday-Friday, Noon-5:30 pm, and Saturday 9 am to noon for the purpose of promoting and selling tickets. (The Box Office is usually closed on Vermont and Federal Holidays and from Christmas Eve Day through New Year's Day.) The Box Office is located on the first floor of the Barre City Hall building, steps away from the elevator, and is handicapped accessible.
  - B. Maintain a 24-hour message system.
  - C. Return messages regarding ticket purchases by the close of the next business day.
  - D. Cross sell performances when appropriate.
  - E. Process ticket orders within 24 hours. This excludes ticket orders received before announced opening date of ticket sales.
  - F. Maintain an up-to-date listing of ticket purchasers for all events, and seat assignments for reserved seating events.
  - G. Accept VISA/MasterCard on phone and walk-in purchases. (see "Box Office Fees" below)
  - H. Order printed tickets for Renter when requested. (see "Box Office Fees" below)
  - I. Begin tickets sales on the date specified by the Renter.

- J. Within seven days after the last performance, BOH will provide the Renter with an itemized statement reflecting tickets sold, fees retained, as well as a listing of ticket purchasers.
- K. Box Office will mail tickets to ticket purchaser by request for which the purchaser will be charged a \$2 fee.

## **Box Office Fees**

1. The Barre Opera House Box Office will retain the following fees from ticket sales:
  - A. Ticket Sale Fee:

5% of sales on all tickets sold from the BOH Box Office. This fee is also applicable to ticket sales on the night of the performance if the Renter chooses to have BOH Box Office personnel operate the Lobby Box Office Table. The fees also apply to unpaid reservations taken through the Box Office. (see 1. under “Hold Policy for Unpaid Tickets” on next page)
  - B. Credit Card Merchant Fee:

An additional 4% on all credit card sales. This fee is also applicable to ticket sales on the night of the performance if the Renter chooses to have BOH Box Office personnel operate the Lobby Box Office Table.
  - C. Lobby Box Office Fee:

\$50.00 per performance fee if Night-of-Show Lobby Box Office Table is staffed by BOH personnel.
  - D. Ticket Printing Fee:

\$30 for up to 650 general admission tickets. \$50 for up to 650 reserved seating tickets. Fees are per performance.
  - E. Printing tickets for venues other than Barre Opera House:

\$30 for each group of up to 500 general admission tickets printed. Example: if you need 1,400 tickets printed, the fee would be \$90. \$50 for up to 500 off-site reserved seating tickets printed. Example: if you need 1400 reserved seating tickets printed, the fee would be \$150.
  - F. Set up Fee:

There will be a \$50 set up fee. This fee is in addition to sales and credit card percentages, ticket printing fees and night-of-show personnel fees listed above. One such fee will be charged per run-of-show, regardless of the number of individual performances included in the production.

2. Discounts will be made available as set by the Renter. Additional discount packages may not be added after this agreement is signed.

### **Renter Option: Providing staff for Lobby Box Office Night of Show**

1. If the Renter staffs the Lobby Box Office Table at the performance, the Renter agrees to the following:
  - A. The Renter will supply its own staff and cash box.
  - B. The Lobby Box Office will be staffed by at least two people.
  - C. The Lobby Box Office will be set up and staffed at least one hour prior to curtain, and will remain staffed for at least 15 minutes after the start of the performance to handle late-comers.
  - D. The Barre Opera House credit card system will not be available.
  - E. All checks accepted at the door will be made payable directly to the Renter.
  - F. No Barre Opera House gift certificates will be redeemed at the door.
  - G. The BOH Box Office will supply the Renter's Lobby Box Office staff with an alphabetized listing showing the names of all ticket holders for that performance. Also included will be the names of unpaid reservation holders, if applicable, and if the performance is reserved seating, the lists will include seating assignments and a seating chart showing seats sold.
  - H. The BOH Box Office will supply the Renter's Lobby Box Office staff with all paid sold tickets and unpaid reserves held for the door, as well as all unsold tickets for the performance.
  - I. In the case of a multiple-night run of a show, the Renter's Lobby Box Office staff will only receive the tickets, reservations, lists and seating charts applicable to that evening's performance. Tickets to subsequent performances will be available from the BOH Box Office during regular Box Office hours. Sunday tickets will be available through the close of BOH Box Office hours on Saturday.

### **Hold Policy for Unpaid Tickets**

1. **The Barre Opera House Box Office strongly advises Renters to accept only PAID reservations.** However, at the Renter's request, the Box Office will hold unpaid, reserved tickets at the door if the Renter has so specified on the Box Office Agreement. We recommend that all unpaid tickets be released for sale 15 minutes before the curtain, so as not to turn potential patrons away. The BOH Box Office will retain its applicable fees on all tickets reserved through the Box Office, whether they are picked up and paid for or not. (see 1. under "Box Office Fees" on previous page)

### **Renter Responsibilities**

1. The Renter agrees to:
  - A. Provide the BOH Box Office accurate ticketing and performance information at least one week before tickets are scheduled to go on sale.
  - B. Provide a general description of the performance including length, intermissions, special effects (strobos, gun shots, smoke, etc.), adult language or situations, appropriate audiences (family, adults only, young children and adults, etc.) and any information that would be considered pertinent by a potential patron.
  - C. Pay bank fees and/or charges for checks returned for insufficient funds.
  - D. Provide the BOH with 4 complimentary tickets for each performance at the BOH. These tickets will be released for sale 24 hours before the performance if they are not going to be used.
  - E. Provide the BOH Box Office with a minimum of 325 tickets to sell per performance.
  - F. Not to use other on-line ticketing services for performances and events happening at the Barre Opera House.