

# Ticketing and Box Office

Kay Meek Arts Centre is pleased to offer the KMAC Box Office service option for rental clients hosting public events at our venue. Patrons can purchase tickets online leading up to the event day, and (if not sold out) at the box office run by theatre staff on event day.

## **How it works:**

1. After the non-refundable booking deposit and signed contract are received, clients will be provided a link to provide information about their event, including ticketing information. Once this has been completed, the box office will set up your event.
2. Once set up, tickets are sold online at [www.kaymeek.com](http://www.kaymeek.com) leading up to event day. Visa, Mastercard, AMEX and enhanced debit card payments are accepted online in advance of the event.
3. On event day, online ticket sales will automatically stop 1 hour before the start of the event. KMAC staff will open an on-site box office an hour prior to show time. Staff sell the remaining tickets to walk up patrons (Visa, Mastercard, AMEX and debit card payments accepted), and provide Will Call service to those who purchased online.
4. Following the event, the Director of Venue Services will confirm ticket revenue received through the Box Office and allocate the amount against your final bill. Any extra revenue will be provided to the client via cheque within 1-3 weeks following the event.

## **Information required to begin selling through the Kay Meek Box Office**

The Box Office requires the following details before online ticket sales can begin:

1. Ticket price
2. Web image (see marketing guidelines for information on dimensions and image requirements)
3. A descriptive paragraph about the event
4. Seating: Festival or Reserved
5. List of seats to be held from public sales (including seats for complimentary tickets, videographer/photographer, in house sound board, etc.)
6. Optional: A Youtube link for a promotional video

## **Frequently Asked Questions**

### **Can we get regular sales reports sent?**

Yes. The KMAC Box Office can set up weekly sales reports that can be sent automatically via email on Mondays or Fridays. You can indicate your preference on our information form.

### **Can I set up discount codes?**

Yes. The KMAC Box Office can create up to three discount codes per event. Please email [boxoffice@kaymeek.com](mailto:boxoffice@kaymeek.com) with the discount amount and code you would like to use.

### **What is festival seating?**

Festival seating is also known as General Admission Seating in which there are no assigned seats for patrons. KMAC discourages the use of Festival Seating as during busy events, patrons may not be able to sit with the rest of their party and the lobby can get extremely busy.

### **How early should I put my tickets on sale?**

We recommend tickets going on sale about 3 months prior to the event.

### **How do I receive the money for ticket sold through KMAC Box Office?**

Ticket revenue will be applied against the total bill for your event. Additional revenue not attributed to your event will be paid to you via cheque which can take up to 4 weeks to receive.

### **What happens if my event sells out?**

Congratulations! If your event sells out before the day of your event, we are happy to maintain a waitlist to re-sell any tickets that might become available.

### **What is the refund policy?**

All tickets purchased through the KMAC box office are final sale. If someone requests a refund for your event, we will contact you for the final decision.

### **Can I give tickets for free to my guests?**

Yes. Complimentary tickets or “comps” are easy to arrange with us, as long as your event is not sold out. To book, send an email to [boxoffice@kaymeek.com](mailto:boxoffice@kaymeek.com) with the name, email address, and number of tickets you would like for each of your guests. Tickets will be emailed directly to your guest unless otherwise required. All comps must be requested by 3pm on the day of your event (by 3pm on Friday for all events Friday to Sunday).

### **I want to use the KMAC Box Office service but I also would like to sell some tickets in person off-site in advance of the event. Do you offer an option for this?**

Yes. We do allow off-site ticket sales.

- Getting tickets printed: You can request tickets be printed for your event by emailing [boxoffice@kaymeek.com](mailto:boxoffice@kaymeek.com). It is your responsibility to list which seats you would like and what you want listed on the ticket (including price, ticket type, event name, and presenting company).
- Re-printing: If you need your tickets re-printed, you must return the original tickets in exchange for the new tickets. You will be charged \$0.20 per ticket for re-printing.
- Lost or stolen tickets: Tickets sold off-site are the promoter's responsibility. The Kay Meek Arts Centre and the on-site box office will be unable to help if an audience member has lost their tickets.
- Returning tickets: Once you take a ticket, it cannot be re-entered back into the Kay Meek ticket supply.
- Ticket Distribution: It is the responsibility of the promoter to distribute tickets sold off-site. If you require a table in the lobby for ticket distribution, please contact [rentals@kaymeek.com](mailto:rentals@kaymeek.com) no less than 1 week prior to the event.
- On-site contact: You must have a person who is responsible for dealing with audience inquiries or issues present in the lobby starting 1 hour prior to the event and for at least 30

minutes after the event has started in case of latecomers. The name of the person should be provided no less than 1 week before the event.

**KMAC Box Office Service Fees**

Setup fee	\$50
Additional instances	\$25/instance
Capital Improvement Fee (CIF) *Including complimentary tickets	\$1.50/ticket \$1.25/ticket (Non-profit rate)
Box Office Handling Fee *Including complimentary tickets	\$1.50/ticket \$1.25/ticket (Non-profit rate)
Credit Card Fees	3%
Box Office Attendant	\$105/instance
Ticket Reprinting	\$0.20/per ticket
Cancelled event refunds	\$50 + 4% of the value of the tickets