

## Greek Theatre Ticketing Policy – 2016 Season

Per the User Agreement, promoters/producers (hereafter referred to as “Users”) retain the right to select a preferred ticketing company for any performance. Any selected ticketing company can request to make their system available for selection by the User provided they meet the following, but not limited requirements:

1. **Infrastructure and Equipment** - ticketing company shall incur all costs for the installation and utilization of their ticketing system including wiring/cabling, telecommunication jacks/ports, ticket sales computer terminals, ticket printers, ticket stock, access control (scanners, antennas), and storage of said items when not in use.
2. **Training** – ticketing company shall provide initial and ongoing training, at no cost, to the Greek Theatre box office staff for proper utilization of the system to service the USERS and the public.
3. **On-site support** – ticketing company shall provide technical and operational support during events upon reasonable request of the Greek Theatre Operator (“Operator”). Ticketing company will also maintain phone and e mail support.
4. **Agreement** - after executing a User Agreement, User must identify its preferred ticketing company from among the Greek Theatre’s existing providers and enter into a Ticketing agreement with Operator.
5. **Ticketing Operations** - Ticketing operations will be conducted by the Operator in accordance with the Ticketing Agreement and the User will receive all financial and informational benefits associated with that agreement.

However, if the User already has an existing agreement of its own with the selected ticketing company, the USER shall not be required to execute a Ticketing Agreement, but shall receive the following benefits and required to provide:

- A. User shall be able to use their ticket convenience charge schedule.
- B. User will directly receive all ticket royalties in accordance with their agreement.
- C. User will receive ticket purchaser data and provide same to Operator.
- D. User will receive credit for the ticket sales volume of the event.
- E. User may request and will be granted advances on advance ticket sales (up to the amount in excess of estimated venue expenses). Said advances will be returned to Operator within twenty four (24) hours of any notice of a cancelled performance.

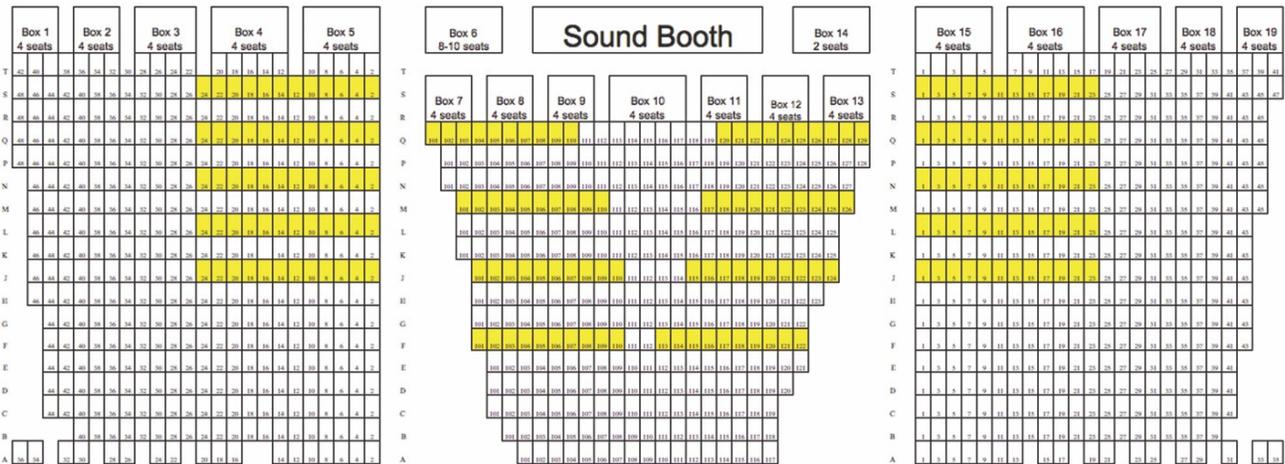
- F. User shall retain the right to to build their event, place holds, and otherwise manage the ticketing inventory, subject to compliance with the venues' stipulations below
6. **Stipulations** -Regardless of which ticketing agreement or ticketing company is used, the following venue ticketing stipulations will apply:
- A. Advance ticket sales monies will be sent by the ticketing company on a weekly basis to Operator.
  - B. A \$5.00 Facility Fee will be included in the sales price of every ticket sold, as per the USER agreement
  - C. No convenience or other service charge will apply to tickets purchased in advance of event day at the Greek Theatre box office.
  - D. Credit card fees from box office sales will be assessed to the buyer on the sale of each ticket
  - E. CITY shall determine the hours of operation of the Greek Theatre Box Office for public sales.
  - F. Operator shall manage and approve the on-sale schedule for all events, to coordinate the management of sale traffic and minimize conflicts between similar event types or genres.
  - G. Greek Theatre box seats shall not be included in the ticket manifest of the event, and Operator shall retain all revenues associated with the box seats.
  - H. Seating locations for the Greek Theatre Personal Seat License options (200 seats) shall be placed on hold prior to any sales being conducted, and shall be held until the option is exercised or released, even if the USER is placing the holds and managing the inventory. Option to purchase tickets will expire prior to each show's general on-sale date for the public. Please see venue PSL map below.
  - I. User will set aside and provide Operator with thirty (30) tickets for each event, at no charge to venue. The location of said venue comps shall be mutually agreed upon within X days of each event.
  - J. Operator shall be permitted to place venue holds, for purchase, subsequent to show and premium program holds being placed and prior to public sale, in quantities and locations comparable to industry standards for venue holds. Please see venue PSL hold map attached.

- K. User shall also bear financial responsibility for any chargebacks related to the event.
- L. Operator shall have access to view and validate all ticket sales activity.
- M. The City reserves the right to amend this ticketing policy at any time in its sole discretion.

**2016 PSL LOCATIONS**

**SECTION A**

ROW	SEATS
F	101-110 AND 113-122
J	2-24 AND 1-23 AND 101-110 AND 115-124
L	2-24 AND 1-23
M	101-110 AND 117-126
N	2-24 AND 1-23
Q	2-24 AND 101-110 AND 120-129 AND 1-23
S	2-24 AND 1-23



**Section A**



**PIT**

**STAGE**