

TICKETING INFORMATION



OVERVIEW

The Isaac Theatre Royal is dedicated to providing clients with a professional ticketing service that also provides the maximum safeguards for patrons.

The Isaac Theatre Royal retains exclusive right to ticket all events within the venue. The Isaac Theatre Royal has contracted Ticketek New Zealand as its ticketing agent. The ticketing of all events shall be done by Ticketek New Zealand. Exceptions may be provided for schools and local not for profit children's shows.

Ticketek New Zealand provides a Client Manager for all clients of the Isaac Theatre Royal. This person is dedicated to handling the ticketing needs of the Isaac Theatre Royal's client.

This fact sheet is designed to set out the key information as plainly as possible, so clients know the benefits and the implications of ticketing.

TICKETEK SERVICES

CLIENT MANAGER

Ticketek provides a dedicated Client Manager to look after all ticketing of events within the Isaac Theatre Royal venue. Contact the Isaac Theatre Royal Client Manager at Ticketek: David Jackson – Direct Dial 64-3-353 4348 or email davidj@ticketek.co.nz.

ADVERTISING SERVICES AND SUPPORT

Ticketek has a range of services designed to support ticket sales. Services include; event listings, website, national ticketing publications, database mail-out services, Celebrity Club services, group and travel. Contact the Isaac Theatre Royal Client Manager at Ticketek for further information.

REPORTING

The Ticketek Network has sophisticated reporting capabilities and can often be tailored to meet specific needs. Daily reports can be emailed for monitoring sales. After the event, full reporting can provide a complete picture on where tickets were purchased, how many on each day and other key information. Contact the Isaac Theatre Royal Client Manager at Ticketek for further information.

BOX OFFICES

ADVANCE SALES

The box office at the Isaac Theatre Royal is the designated venue outlet for any performance. Tickets can also be purchased from any Ticketek outlet throughout New Zealand.

The hours of the Isaac Theatre Royal box office are 9am to 5.00pm Monday to Friday, and Saturday 10am to 4:00pm. The box office is closed on Sundays and public holidays unless a performance is scheduled.

The Ticketek call centre is open to calls from 8.30am to 8pm Monday to Friday, and 9am to 5pm Saturday and Sunday, every day of the year except Christmas Day.

TICKETEK AGENCY NETWORK

Ticketek has an extensive nationwide outlet network. These agencies provide over the counter selling points for tickets in many towns and cities in New Zealand. Contact the Isaac Theatre Royal Client Manager at Ticketek for an up-to-date list of agencies.

KEY INFORMATION

SERVICE FEES (OUTSIDE CHARGES)

The service fee is the amount paid by the customer and varies according to which sales channel is used:

• Telephone	\$8.50 per transaction
• Internet	\$8.00 per transaction
• Counter (Agency)	\$6.00 per transaction
• Counter (Venue)	
Tickets \$20 and over	\$2.00 per ticket
Tickets under \$20	\$1.00 per ticket

IMPORTANT NOTE

In order for you to comply with New Zealand consumer legislation, all advertising regarding your event must state that "service fees will apply".

TICKETEK REFUND POLICY

Ticketek adheres strictly to both the Fair Trading Act and the Consumer Guarantees Act. Once booked, Ticketek does not refund or exchange tickets except in accordance with New Zealand legislation, or as instructed by the promoter of an event.

INSIDE CHARGE

On each ticket sold, Ticketek charges an "inside charge", a charge that is not visible to the ticket purchaser but is deducted from the sale price as a service charge, i.e. if the inside charge is \$2.97 per ticket and the ticket price is \$55.00 then the net box office after the inside charge is deducted would be \$52.03 per ticket. (NB. Other charges may also be deducted).

The inside charge per ticket is on a sliding scale, all dollar amounts below include GST:

Effective July 1 2009

TICKET PRICE RANGE	RESERVED SEATING	GENERAL ADMISSION
Up to \$6.00	\$1.72	\$1.52
\$6.01 - \$11.49	\$2.17	\$1.82
\$11.50 - \$19.49	\$2.62	\$2.17
\$19.50 - \$39.49	\$2.77	\$2.42
\$39.50 - \$69.49	\$2.97	\$2.62
\$69.50 - \$100.00	\$3.22	\$2.87
\$100.01 - \$199.99	\$3.62	\$3.12
\$200.00 +	3% of value	3% of value

HERITAGE LEVY

\$2.50 is charged per ticket as a Heritage Levy. The value of the levy is shown on the face of each ticket and is in addition to the ticket value and other charges. The levy is charged on all tickets over \$35.00. See clause 11 of the Venue Agreement.

PRINTING FEE

For complimentary or zero value tickets issued by Ticketek up to the venue limit, a printing fee will be charged per ticket to cover the costs of handling and printing. This fee is .56¢ per ticket. Complimentary tickets issued in excess of the venue limit will be charged at the applicable inside charge.

CREDIT CARDS

The credit card companies charge their own commission on the purchase of tickets through Ticketek. The commission due is deducted from the box office income by Ticketek at the time of settlement. The commission rates are 2.6% Amex/Diners and 2% Visa, MasterCard and Bankcard.

CANCELLATION FEE

Should an event be cancelled or postponed (change in venue, date or act), a cancellation fee calculated as equal to twice the sum of all inside charges on tickets sold prior to cancellation is payable to Ticketek by the promoter of the event. Should an event be cancelled, or if an event is postponed and the ticket purchaser is unable to attend the new date/time, Ticketek will refund the ticket purchaser the price of the ticket and the service fee paid.

HOUSE SEATS

The Isaac Theatre Royal reserves the use of 10 seats in the venue. These reserved seats are called "House Seats". The actual seats reserved are specified on a permanent basis are generally in the premium seating areas.

Usually, the seats held are: Stalls row J 16,17,18 and 19 and Circle row C 15,16,17 and 18 and row E 25 and 26.

House Seats are used by the Isaac Theatre Royal to accommodate patrons for many purposes, which may include promotional, Directors, client hosting and staff.

MONIES HELD IN TRUST

Ticket sale monies remain the property of the ticket purchaser until such time as they receive what they have paid for. Neither the Isaac Theatre Royal or the Promoter/Client may access the money held in trust by Ticketek until the completion of the event for which the purchasers have brought tickets for.

SETTLEMENT

The procedure for the settlement of ticket sales income is prescribed in the License Agreement. In summary, on the business day following the event the Isaac Theatre Royal shall instruct Ticketek to deduct from the box office income all ticketing and other charges and retain these fees, then deduct the venue charges due and pay the Isaac Theatre Royal direct. Ticketek will then pay the balance to the client. Both Ticketek and the Isaac Theatre Royal shall supply the client with full details of the transactions. Payment of any box office to the client may be by cheque or electronic direct credit.

For multiple day events, a settlement can happen each business day following a performance. For commercial seasons settlement can be weekly, on the Monday of each week, by prior arrangement.

In the event that there are insufficient funds in Trust to cover the ticketing and/or venue charges both Ticketek and the Isaac Theatre Royal will issue invoices for the balance owed. The client is required to pay in full that same day. Clients must have the ability to settle accounts with the Isaac Theatre Royal and Ticketek in the event ticket sales income does not reach anticipated levels.

PATRON COMPLAINTS AND REFUND POLICY

Complaints that are directed to either the Isaac Theatre Royal or Ticketek that we believe are the responsibility of the client will be recorded and then passed to the client for action and follow-up. We will tell complainants that we are referring the matter to

the client and give them the client postal address and office telephone number should they request it, so they may contact the client directly.

Complaints, which we believe, relate to the venue or ticketing service will be handled by the Isaac Theatre Royal or Ticketek respectively.

In the event that we anticipate some of the people who attended an event may seek refunds, we will hold back funds from the settlement to cover potential refunds. We will not refund ticket purchasers without adequate consultation. In some instances we are bound by law to make a refund, usually under the Consumer Guarantees Act, and in these instances we will make the refunds to purchasers required and report on the refunds made.

COMPLIMENTARY TICKETS

The License Agreement restricts the number of complimentary or zero value tickets able to be issued at the Printing Fee only. After the limit is reached the full adult price ticket Inside Charge will apply for each ticket issued over the limit.

After the limit is reached, in addition to the full adult price ticket Inside Charge, the Isaac Theatre Royal will calculate the venue rental percentage as if the tickets were issued at the premium adult price.

MAXIMUM COMPLIMENTARY TICKETS PER PERFORMANCE

The Isaac Theatre Royal has a maximum of 50 complimentary tickets per performance at the Printing Fee only.