

RIALTO CENTER FOR THE ARTS

TICKET SERVICES --- Ticketing Agreement

POLICIES: Initial each policy after review

- Sales Tax* Presenter is solely responsible for submitting Sales Tax, on all tickets sold, to the State of Georgia. Sales tax (8%) must be included in the full price of the ticket advertised to the public. _____
- Box Office Hours* Regular business hours of the Rialto Box Office are 10:00 am to 4:30 pm, Monday through Friday. Holiday hours may differ. There is a Holiday Service charge of \$600.00 per day, if the Box Office is open on an observed State and/or University Holiday. _____
- Door Sale Hours* Box Office hours on Performance days run from 10:00 am to one-half (1/2) hour past curtain for weekday performances, and from two (2) hours before curtain to 1/2 hour past curtain for weekend performances. For purposes of this agreement, curtain shall mean the time printed on the tickets. These hours may be extended, with any additional hours charged at the rate of \$40.00 per hour. _____
- Contact Person* Presenter will appoint (1) person to be the contact person with the Box Office. All changes, comp requests, comp lists, and requests for event financial information must come through that person. _____ The name of the contact person is _____.
- Presenter Comp Tickets* Complimentary tickets may be pulled by the Presenter for legitimate comp needs only. Comp tickets have a zero dollar value and may not be sold or resold. Presenter is responsible for distributing any comp tickets requested. _____
- House Comp Tickets* Rialto Center is entitled to 10 comp tickets per performance. _____
- Internet* Your show will be included in our online calendar of events listing. Standard internet convenience fees will apply to all tickets purchased online. Please submit a 200 x 200 jpeg photo/logo and a one paragraph description of the event for the internet listing. Consult with the Assistant Director for more information. _____
- Parking* Patrons are responsible for their own parking costs. You may include a parking fee in the price of your tickets & offer validated parking. Consult with the Events Dept. staff for more information. _____
- Payment* The Rialto Box Office accepts cash, Visa, MasterCard, American Express, and checks as forms of payment from ticket customers. Presenter is responsible for any chargebacks. Presenter will be responsible for bad checks written to purchase tickets to its performances. (Accepting checks will delay final pay of settlement by an additional 5 business days).
Accept checks _____ or Exclude checks _____
- Phone* The Box Office phone number to give out to the public is 404.413.9849. The Box Office will accept phone orders during its regular business hours. The Box Office fax number is 404.413.9850, (24 hours). Presenters may contact Danielle Maxwell, the Ticket Services Coordinator, directly at 404.413.9841, or Jennifer Moore, the Assistant Director, directly at 404.413.9824. _____
- Publicity Materials* Presenter must advise Rialto Box Office of all sales and marketing materials *prior* to distribution, including all ticket discount offers. _____
- Refunds* Rialto policy is No Refunds, No Exchanges. _____
- Reservations* Reservations are not accepted. However, tickets may be purchased over the phone with a Visa, MasterCard, or American Express and picked up at will-call for most events. _____

Settlement Ticket Services will give Presenter an accounting of ticket sales after the performance, but Presenter will settle event with Rialto Business Manager, John F. Clark. Presenters are responsible for setting an appointment with Business Manager for event 'paper' settlement. **Presenter understands that all monies due Presenter from settlement are processed through the GSU Accounting department and must allow 15 business days for this processing after the event 'paper' settlement.** The Business Manager's phone number is 404.413.9816 _____

Ticket Prices Rialto service charges will apply to all tickets. Service charges and sales tax must be included in the full price of the ticket advertised to the public. Current service charges are listed below. All ticket prices will be whole dollar amounts. _____

Will-Call Box Office will support will-call for orders placed through the Rialto Box Office only. _____

Cancellation In the event a performance is cancelled, the Presenter is still responsible for all Box Office Fees incurred to that point. Additionally, the Presenter will be charged a second 3% of all credit charges, to cover resubmitting charge cards for credits. _____

Additions _____

FEE SCHEDULE: Choose One

_____ **Option 1: Rialto Box Office handles all Ticket Sales.**

Set-up fee: \$300.00
Credit Card Charges: 3% of all credit card charges
Rialto Service Charges: \$2.00 per sold ticket and \$0.10 per comp ticket*
Rialto service charges will apply to all tickets. All charges and taxes must be included in the full price of the ticket advertised to the public. **If more than 10% of the house is pulled as comp tickets, then all comp tickets pulled for the event will be charged at \$2.00 per comp.*

_____ **Option 2: Rialto Box Office prints one set of tickets for Presenter; Presenter handles all Ticket Sales.** Full payment is due to Box Office prior to receiving tickets. Set includes one (1) ticket for each fixed seat in the house & for each pit seat (if applicable).

Fee: \$600.00 for one performance of event
Additional performances of same event will require additional printing charges. Contact Ticket Services for more information.



AGREEMENT

I have read and understand the above charges and agree to pay the fees outlined. I also understand and agree to abide by all policies listed.

Authorized Signature _____ Date _____
Organization Name _____
Event _____
Event Date(s) _____

RIALTO CENTER FOR THE ARTS

TICKET SERVICES --- Ticketing Set-Up Form

The Rialto Box Office must receive this form at least 2 weeks prior to preferred on-sale date. The Rialto requires the \$500 security deposit, a ticketing fee deposit and a signed Letter of Intent or Facilities Usage Agreement before tickets can go on sale. Contact the Events Department if you have questions regarding these requirements: 404.413.9815

PRESENTER INFORMATION

Today's Date _____ Organization _____
 Contact Name _____
 Address _____ City _____ ST _____ ZIP _____
 Phone (_____) _____ Fax (_____) _____
 E-mail address: _____ Web address: _____

PERFORMANCE INFORMATION

Preferred On Sale Date _____
 Event Name _____
 Event Date(s) _____ Time _____
 _____ Time _____
 Number of Performances _____ Running Time of Show _____
 Does show have Intermission? Yes _____ or No _____ Do you want seating in the pit? Yes _____ or No _____
 Choose One: Reserved Seating _____ OR General Admission Seating _____
 Type of Performance _____
 Are there any auxiliary events tied to this performance (i.e. reception, silent auction, etc)? Yes _____ or No _____

TICKET PRICES

Please indicate ticket prices below. All ticket prices must be whole dollar amounts and will include the Rialto Service Charges and Sales Tax. Four price classes are offered for standard Rialto reserved seating scaling as follows: Ticket Price A = Loge Boxes; Ticket Price B = All Orchestra and Loge CC-KK; Ticket Price C = Loge LL-RR; Ticket Price D = Pit. (The Rialto prices the pit equal to Price B). *Other scaling configurations are available, which utilize one to four ticket prices.* Please consult with the Assistant Director if you would prefer a different configuration.

<u>Ticket Price</u>	<u>Dollar Amount</u>	<u>Theater Section(s)</u>
A	_____	_____
B	_____	_____
C	_____	_____
D	_____	_____

DISCOUNTS

Listed below are standard Rialto discounts (*) and those most frequently used by promoters. Please indicate if you wish to use any of these discounts, as well as any special discounts you intend to offer, by placing a check next to those you will use.

<u>Yes</u>	<u>Classification</u>	<u>Discounted Amount</u>	<u>Policies</u>
_____	Rush Hour Rush (for GSU students only)	50% *	- Limited # of seats after 6:00pm day of performance. One ticket per ID. Student must <u>ASK</u> for Rush!
_____	Groups	15% *	- 10 or more, must be paid for at time of Order.
_____	Seniors/Students/Children	15%	- 1 ticket per ID
_____	GSU Faculty/Staff/Students	15%	- 2 tickets per ID
_____	ATLANTIX half price booth	50%	- 10 Given to Atlantix to sell on day of Event
_____	_____	_____	_____
_____	_____	_____	_____

TICKET TEXT

Please print the ticket text exactly as you want the tickets to read, including lower and UPPER preference. Text may be up to 6 lines and 32 characters or spaces per line. *(Line Six is always Day, Date and Time of the event and is automatically generated by the computer).* Place an asterisk next to the most important line of text.

Line 1 _____

Line 2 _____

Line 3 _____

Line 4 _____

Line 5 _____

Line 6 Day, Date, Time (generated by computer)

HOLDS / PRE-PULLS

Indicate seats you need placed on Hold* or will be pulling for Promoter sale**

Hold	Pre-Pull	# of Seats	@ Price	From Which Section(s)
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

*Hold means the Box Office will not sell that ticket.

**Pre-pull means the Box Office will pull those tickets for the promoter to sell him/herself

IMPORTANT!

***Return all 5 pages of this Document (Ticketing Agreement and Ticketing Set-up form)
to the Events Department:***

Jo Costanzo, Events Mngr., jcostanzo@gsu.edu P: 404.413.9814 F: 404.413.9801
Aimee Schmidt, Events Coord., aschmidt@gsu.edu P: 404.413.9815 F: 404.413.9801
Location: 80 Forsyth St., NW Atlanta, GA 30303
Mailing: PO Box 2627, Atlanta, GA 30301-2627

Rialto Box Office Information

Location: 80 Forsyth Street NW
Mailing P.O. Box 2627, Atlanta, GA 30301
E-mail: info@rialtocenter.org

Box Office Phone: 404.413.9849
Ticketing Coordinator Phone: 404.413.9841
Box Office Fax: 404. 413.9850