

# Bloom Box Office Ticket Sales Agreement

Please return this form to the **Audience Services Director Paige Talbert** at [boxoffice@buskirkchumley.org](mailto:boxoffice@buskirkchumley.org) to begin the ticketing process. You will receive a link to your ticket sales page within 72hrs of submission (please allow up to one week during our busy season). We are available to help! Your resources related to ticketing and promoting your event include:



## Buskirk-Chumley Theater // Bloom Box Office

114 E Kirkwood Ave, Bloomington, IN 47408  
 Tue - Fri, 11 am - 5 pm // Sat - Sun, 12 pm - 5 pm  
 812-323-3020 // [www.buskirkchumley.org](http://www.buskirkchumley.org)

## Contact Information

Paige Talbert, Audience Services Director  
 812-323-3020, ext 1 // [boxoffice@buskirkchumley.org](mailto:boxoffice@buskirkchumley.org)

## Customer Information

Company	
Contact	
Address	
Email	
Website	
Phone	
Additional Authorized Agent(s)* with email or phone number, if not above	

\*Another contact, if applicable, who can check out ticket inventory, issue comp tickets, receive confidential patron data, make changes to marketing text, etc.

Event Title	
Event Start Date	

## Fees

### 2022 Events

Setup Fee	\$50 per event (up to four performances, additional performances will be \$25 each)
Credit Card Processing	4% of all credit card transactions
<b>Per Transaction Fees:</b>	
Bloom Box Office in-person/Phone Transaction	\$1 per ticket
Online Transaction	\$0.75 per ticket
Printed Ticket (comp or promoter)	\$0.50 per ticket provided

## Authorization

Please read and initial the attached Bloom Box Office Ticket Sales Terms and Conditions. A signature below indicates acceptance of the Terms and Conditions and indicates an understanding that the charges incurred by fees will be billed at time of settlement.

Printed Name & Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Settlement check made payable to: \_\_\_\_\_

# TERMS & CONDITIONS OF USE

(please write in or type your initials for each item)

## Commitment to Customer Service Excellence

The Bloom Box Office strives to serve any patron with enthusiasm, respect, and tireless attention to their needs. Please contact us with complaints, concerns, or suggestions.

## Deadlines and Processing Time

Initial: \_\_\_\_\_

This form must be completed before ticket set-up can commence and ticket set up may take up to one week. The Bloom Box Office must be notified of any promotions, discounts or fees associated with ticket sales prior to the commencement of sales.

## Patron Privacy

Initial: \_\_\_\_\_

Promoter Partners will be provided with the available names and contact information of patrons purchasing tickets. **Promoter Partners may not rent, sell, or share this list or contact information with others.** Patrons may be contacted as a follow up to your event for surveys, thank you, etc. but may not be added to lists for ongoing communication without opting in.

## Fees

Initial: \_\_\_\_\_

All fees are due at time of settlement and will be deducted from any ticket revenue received. If ticket revenue is less than fees, an invoice will be submitted to the Promoter Partner. Full payment must be made within 30 days. Setup fees may be requested at time of agreement. Please note that fees on promoter tickets are assessed on the total provided to you to sell, not the total sold.

## Possible additional fees

Initial: \_\_\_\_\_

If your event is canceled or significantly changed after ticket sales have begun, resulting in refunds to patrons, per-transaction fees may be assessed on both ticket purchase and refund transactions. Once this form has been submitted, a significant change to the ticketing structure, pricing, or timeline may be assessed a \$150 per change fee. Changes to event description or photos are not significant changes. Events requiring complex ticketing arrangements (numerous ticket types, packages, or other elements) or that involve multiple locations may be assessed a "festival fee" of \$200, due to the logistical complications to be addressed by all BCT staff.

## Seat Holds

Initial: \_\_\_\_\_

Promoter Partners will alert the box office to any tickets or seats that need to be held for artists, promoters, sponsors, or any other parties.

## Authorized Agents

Initial: \_\_\_\_\_

Promoter Partners indicates on page 1 any individual who may make ticketing decision on your organization's behalf. Only authorized event representatives listed will be allowed to check in/out tickets.

## Ticket Link

Initial: \_\_\_\_\_

Bloom Box Office will provide Promoter Partners with a link to the specific ticket sales page. This link should be embedded in online marketing (websites, social media, email, etc.) to send your patrons directly to the ticket-buying page. When promoting your event in print (fliers, press releases, etc.), convey that tickets are available at [bctboxoffice.org](http://bctboxoffice.org), 812-323-3020, or at 114 E Kirkwood Ave.

## Refunds

Initial: \_\_\_\_\_

The Bloom Box Office does not offer refunds or exchanges to patrons, except to correct sales errors. Requests involving special circumstances will be referred to Promoter Partners for approval, when appropriate. We will allow patrons to return tickets in order to purchase a more expensive option (an "upgrade") and move from performance to performance or from seat to seat within a performance.

## Payment Options

Initial: \_\_\_\_\_

**BUSKIRK-CHUMLEY THEATER**

*bloom* **BOX OFFICE & GIFT SHOP**

The Bloom Box Office accepts BCT gift certificates, cash, check, and all credit cards payment methods. Promoter Partners will be billed for credit card fees based on actual sales.

**Settlement**

**Initial: \_\_\_\_\_**

Bloom Box Office will provide Promoter Partners with full documentation of total ticket sales and make checks payable, less set-up, credit card, and box office service fees in a final settlement. This settlement and check will be made available no later than three business days after the final event date.

**Hours of Operation**

**Initial: \_\_\_\_\_**

Bloom Box Office hours are 11am-5pm Tues-Fri, and 12-5pm Sat-Sun. Phone sales are only available during these times and your Will-Call tickets must be collected before the box office closes.

**Event Information**

Title of Show		Performance Dates & Times	Date	Time
Venue		Performance Dates & Times		
Venue Address		Performance Dates & Times		
Anticipated length of event		Performance Dates & Times		
General Admission or Reserved Seating*?		Capacity of Venue (# of seats)		
Time doors open to patrons		Will there be an intermission?		

\*Although we can arrange for reserved seating at any venue, we will need a seating chart and several weeks to set up a setting template for your space before we can begin selling tickets.

**Event Description**

This description will appear on your ticket sale page and in an event listing on [www.bctboxoffice.org](http://www.bctboxoffice.org). Feel free to recognize sponsors and provide links to additional information.

**Event Image**

If you provide a **photo or logo** for the event, we can include it on your ticket sale page as well. Please send the highest quality image available, preferably something that can be trimmed to a square image. Additional images are welcome.

**Ticket Information**

Event will be created and tickets will be made available for sale within 72 hours of receipt of this form, unless an announcement date is specified.

Price	Class	Definition	Special Instructions
<b>Example:</b>	<b>Example:</b>	<b>Example:</b>	<b>Example:</b>
<b>\$10</b>	<b>Student</b>	<b>w/ ID only</b>	<b>Indiana University students only</b>

You can create whatever ticket classes you would like but please provide a detailed description. Please be sure that all age groups are covered. If students with IDs receive a discounted price, younger children will be charged full price unless other instructions are provided. Children two and younger who will stay on an adult’s lap will not be required to have a ticket unless we are instructed otherwise.

Event information should be made available to the public  immediately, why wait?  not until a specific date:  
 Tickets should be available to the public  immediately, why wait?  not until a specific date: \_\_\_\_\_

**Promoter Tickets**

Do you need tickets for off-site sales - for your board members, volunteers, or promoters to sell in person? We can make those arrangements. Promoter tickets will show as “sold” for their face value on your settlement report (increasing the income attributed to the event and reducing the inventory available to sell at the box office) unless they are returned prior to the event. We can provide up to 100 promoter tickets.

## Complimentary Tickets

Will you provide free tickets to sponsors or event organizers? Need to provide comp tickets to your cast and crew? We can provide a spreadsheet template to help you organize those. Comp tickets will show as "sold" for \$0 on your settlement report and reduce the inventory available to sell at the box office unless they are returned prior to the event.

## Coded Tickets

Please let the box office know about any special discounts you want to offer. We can set up a "coded ticket" to allow certain people to access discounts at certain times, allow your cast and crew to order their own comp tickets, provide your sponsors with the chance to request a certain number of tickets, etc. Coded tickets can often streamline the process of distributing tickets.

## Special Instructions

Do you need tickets held for artists or sponsors? Need a coded tickets or comps? Want a special on-sale and/or announce date? Provide us with details here.

## Will-Call

Tickets purchased online and over the phone will be held in the Bloom Box Office "Will-Call" for patrons to pick up. **Before your event, you will need to collect the remaining Will-Call tickets for distribution at the door.** Online sales usually stop 2 hours before the event but you can specify the final schedule. Please allow at least one hour between sales ending and your pickup to allow us to prepare the final purchases.

Please stop online and phone sales at \_\_\_\_\_ (time) on \_\_\_\_\_ (date). An authorized agent will pick up Will-Call tickets by \_\_\_\_\_ (time).

## At the Door Sales

Patrons often ask if tickets will also be available at the door so we want to make those details available to them. We can provide printed "Promoter Tickets" for at-the-door sales (fees from page 1 apply) upon request or you can develop your own system for tracking sales to ensure you do not exceed the venue's capacity.

Assuming your event does not sell out in advance, will tickets be sold at the door?  No  Yes

If yes, will the ticket price change at the door?  No  Yes - New Price(s): \_\_\_\_\_

If yes, what payment methods will be accepted at the door?  Cash  Check  Credit Card

If yes, would you like us to print promoter tickets for sale at the door?  No  Yes

For shows that will not have tickets available at the door, we will continue ticket sales for in-person transactions after Will-Call has been picked up unless otherwise instructed in order to maximize your sales.

## Event Promotion

Due to space limitations, the Bloom Box Office cannot display posters for your event but if you have smaller promotional materials (postcards or bookmarks), we can display them in the box office as space allows. We will also mention your event on social media. The BCT staff is available to provide advice regarding ticketing practices and event promotion. Feel free to ask any questions that you might have or request a meeting to discuss these topics.

## Social Media

We will mention your event on the Buskirk-Chumley Theater's social media outlets (Facebook and Instagram). Please provide your Facebook page name, if applicable, along with hashtags or social media handles for performers, sponsors, or others involved in the event. We'd also love to have a name and contact info for the person who coordinates your social media.

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**Ticket Layout**

lines 1-3 are specified below

7	Supertitle	1		6	
VENUE NAME ADDRESS CITY	<b>TITLE</b>	2		TITLE DATE DAY OF WEEK TIME TICKET TYPE/SEATING/PRICE Patron Name Order #	
	Subtitle	3			
	<b>DATE DAY OF WEEK TIME</b>	4			
	<b>TICKET TYPE/SEATING/PRICE</b>	5			
	Patron Name Order #				

1. Supertitle/Presenter - This is often formatted as "YOUR ORGANIZATION Presents" but can be used as you like. (40 characters max, including spaces)

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2. Event Title/Artist (40 characters max, including spaces)

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3.

4. Subtitle/Custom Message (30 characters max, including spaces)

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4. Date and Time (pulled from "event information" on page 4)

5. Ticket Type – usually reads "General Admission" plus the Face Value; for Reserved Seating events these lines will show the section, row, and seat number and Face Value. These lines are fixed and cannot be altered.

6. This area of the ticket is a perforated stub. The information in this area is a duplication of the main portion of the ticket and cannot be altered.

7. Venue (pulled from "event information" on page 4)

<b>BOX OFFICE USE ONLY</b>
PRE-PRINTED
Notes