

# MARIN CENTER

## BOX OFFICE INFORMATION SHEET

The Marin Center Box Office is operated as a service for the users of Marin Center. Events open to the public, when an admission fee is charged, are required to use the services of the Box Office.

The Box Office fee includes the following services:

1. **Expertise** - Users are invited to call upon the knowledge and experience of Box Office staff. Box Office personnel will be glad to react to publicity and advertising plans, to review ticket order forms and publicity copy and to discuss price scales.
2. **Publicity Services** - Posters provided by users are hung in the Box Office for viewing by ticket purchasers and performance attendees. Fliers may be placed on the Box Office counter. Fliers that are no larger than 8-1/2" x 3" may be used as envelope inserts and mailed to purchasers of tickets to other upcoming events.
3. **Ticket Printing** - Tickets for events in the Marin Veterans' Memorial Auditorium and Showcase Theatre will be generated on the box office computer ticket system as they are sold. There is a five-cent (\$.05) per ticket printing fee for every ticket printed by the Marin Center Box Office.

All general admission tickets with advance sales will be printed and numbered by the Box Office.

Tickets generated will be for the precise capacity of the theatre, or, in the case of the Exhibit Hall or an outdoor event, to the capacity agreed to by the License Agreement.

For general admission events with no advance sales, KIS tickets supplied by the Box Office will be used.

Users are not permitted to print and number their own general admission or reserved seat tickets.

A limited number of computer printed tickets can be allocated to users for outside sales with the permission of the Marin Center Director. The configuration of such tickets will be determined by the Senior Box Office Coordinator.

4. **Advance Ticket Sales** - The Box Office cannot put tickets on sale until a signed rental agreement and rental payment have been received by the Marin Center Office. On receipt of the above and when ticket copy information has been furnished to the Senior Box Office Coordinator, tickets may be put on sale at any time prior to an event.

**Advance tickets can be purchased in the following ways:**

**Over the Counter Sales:** Window sales are made during regular hours at the Box Office, 11am to 5pm, Monday through Friday, and beginning one (1) hour prior to a performance. The Box Office is located on the south side of the Marin Veterans' Memorial Auditorium. Tickets can be purchased at the counter with cash, check, Visa, MasterCard, AMEX and Discover. There is no handling charge on counter sales.

**Phone Sales:** Tickets may be purchased by phone during regular box office hours. The Box Office accepts Visa, MasterCard, AMEX and Discover. Telephone orders are subject to a \$3 per ticket handling charge, paid by the customer. The maximum handling charge is \$12 per order. The Box Office mails phone-ordered tickets to the customer within 48 hours of taking the order unless the customer requests that tickets be held for pickup or the order is placed within ten (10) days of the performance. Will-call tickets are available for pickup during regular Box Office hours and during the hour prior to the performance.

**Mail Order Sales:** Tickets may be purchased by mail with check or Visa, MasterCard, AMEX and Discover. Mail orders must be accompanied by a stamped, self-addressed envelope and are subject to a \$3 per order handling charge. Orders not including a stamped, self-addressed envelope and those received within ten (10) days of the performance will be held at the Box Office for pickup by the ticket-buyer.

**Ticketmaster Sales:** Tickets may be put on sale on the Ticketmaster system, giving customers the option of purchasing tickets at locations throughout Northern California by phone or online through *ticketmaster.com* and at Ticketmaster outlets. All Ticketmaster sales are subject to a handling charge which varies with ticket price and mode of delivery. The handling charge is paid to Ticketmaster by the customer.

5. **Day of Performance Sales** - The Box Office opens one (1) hour prior to the performance and remains open for ticket sales at least one-half (1/2) hour after the performance begins.

Only Marin Center Staff are permitted in the Box Office premises.

6. **Ticket Sales Reports** - Users may call the Box Office to request updated ticket sales reports as needed.
7. **Final Settlement** - The Box Office settlement is completed as soon as possible after the event. In order to complete the settlement, the Box Office must have an accounting of all tickets allotted to the user prior to the start of the settlement process. The Marin Center office, County Auditor and the Treasurer-Tax Collector require seven (7) to ten (10) working days after the event to review a settlement and issue a check to the user.

The amount due to Marin Center for stagehand fees, equipment rental, ushers, box office services and miscellaneous expenses will be deducted from the settlement.

Three percent (3%) of gross credit card sales will be deducted from the settlement to cover bank fees.

On hard-ticketed shows, unsold tickets (deadwood) are available at the time of settlement.

If a user wishes to have the ticket stubs, they must be requested from the Deputy Director prior to the performance or requested from the House Manager prior to the intermission of the performance. Ticket stubs will be held at the Marin Center Office for forty-eight (48) hours after an event.

No monies will be advanced to the producer prior to settlement.

The Box Office does not provide check-cashing privileges for staff or users.

Proceeds from Ticketmaster sales will be withheld from the Box Office settlement pending the receipt of payment from Ticketmaster at the Marin Center Office. The Ticketmaster proceeds usually arrive within seven (7) to ten (10) days after an event. Upon receipt of Ticketmaster proceeds, the Marin Center Office will issue a check to the user.

8. **Ticket Buyer List** - A computer-generated list of all ticket buyers will be provided to the user upon request.
9. **Deposits - New Users** - New users of the Marin Veterans' Memorial Auditorium are required to make a **\$200** deposit for the Box Office services. This deposit will not be refundable if the event is canceled after tickets are put on sale. New users of the Showcase Theatre and Exhibit Hall will be required to make a **\$75** deposit with the same provisions.
10. **Box Office Fees** - Box Office charges vary with the services performed in connection with an event.

**Marin Veterans' Memorial Auditorium (2000 Seats)**

Reserved Seats. . . . .	\$950.00
For five (5) or more performances in a fiscal year, the fee will be per performance. . . . .	\$800.00

**Showcase Theatre (339 Seats)**

Reserved Seats. . . . .	\$200.00
General admission with Advance Sales. . . . .	\$200.00
General admission with no Advance Sales. . . . .	\$150.00

**Exhibit Hall (Daily Rate)**

Flat shows - per day. . . . .	\$325.00
Ticket sellers - per hour. . . . .	\$16.00

If an event is canceled, Box Office charges will be based on the above fee schedule adjusted for the number of tickets sold, with a minimum charge of ten percent (10%) of the applicable fee.

Box Office charges for events which require special services or which do not fit the categories above will be set after consultation between the Marin Center Director, Senior Box Office Coordinator and user.

**11. Box Office Guidelines for Event Advertising** - The following information must be included in all copy:

Name of show: - Date(s) - Time(s) - Price(s)

Facility Name(s): - Marin Veterans' Memorial Auditorium  
- Showcase Theatre  
- Exhibit Hall  
- Fairgrounds

Location: - Marin Center  
10 Avenue of the Flags  
San Rafael

Tickets are available at the Marin Center Box Office, Monday through Friday, 11am to 5pm and at all Ticketmaster outlets (if applicable).

Telephone orders - 415.499.6800 with a VISA, MasterCard, AMEX or Discover.

Mail orders: send order, check or money order, along with a stamped, self-addressed envelope and \$3 per mail order handling charge to:

Marin Center Box Office  
10 Avenue of the Flags  
San Rafael, CA 94903

Orders without a stamped, self-addressed envelope will be held at the Marin Center Box Office for pick up.

**12. Telephone Numbers – Marin Center**

Marin Center Box Office: 415.499.6800  
Marin Center Office: 415.499.6400  
Deputy Director: 415.499.6397

MARIN CENTER  
MAIL ORDER

Mail order form to:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Day Phone \_\_\_\_\_

Performance \_\_\_\_\_

Date \_\_\_\_\_ Time \_\_\_\_\_

Number of tickets \_\_\_\_\_ @ \_\_\_\_\_ = \_\_\_\_\_

**Handling Fee**                          \$3.00

**Total**                                      \_\_\_\_\_

**Credit Cards:** Visa, MasterCard, AMEX, Discover

Card Number \_\_\_\_\_ Exp. \_\_\_\_\_

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