



FRINGE THEATRE BOX OFFICE AND TICKETING SERVICES: TERMS AND CONDITIONS

By engaging with Fringe Theatre's Box Office and Ticketing Services, you agree to the following terms and conditions.

1 EXCLUSIVITY

You agree to use Fringe's Box Office and Ticketing Services as the exclusive provider of ticket sales for your event.

2 SALES CHANNELS AND LOCATIONS

2.1 In-Person

All in-person sales shall occur at the Fringe Theatre Arts Barns.

2.2 Online and Phone

Over-the-phone sales and online sales may occur internationally. Online sales shall occur on Fringe's ticketing services website (the "Ticketing Site"): <https://tickets.fringetheatre.ca>

3 DELIVERABLES

3.1 Sales

Fringe will collect all sales on your behalf and will return the ticket revenue to you as described below.

3.2 Ticketing Site

3.2.1 Event Page

Fringe will provide one page on the Ticketing Site where your guests can purchase tickets to your event(s) (the "Event Page").

3.2.2 Customization

Fringe will offer to customize the Event Page to meet your needs. This customization is limited to the description and image of the event(s) that appears on the Event Page.

3.3 Ticketing Support

Ticketing support will be accessed through the following contacts:

Bradley King

Email: bradley.king@fringetheatre.ca

Phone (Office): 780-448-9016

Should the above contact be unavailable, support can be requested through the following backup contact:

Jason Chinn

Email: jason.chinn@fringetheatre.ca

Phone (Office): 780-448-9015

3.4 Ticket Management and Reporting Dashboard

A ticket management and reporting dashboard will be accessible to you at the following URL:

<https://fta.reports.red61.ca/>

This dashboard will give you access to ticket sales reports in real-time and allow you to book complimentary tickets to send to your guests. Training on the dashboard will be available upon request. One login will be supplied for this dashboard to you. This dashboard will be limited to ticket sales only.

3.5 Complimentary Tickets

Complimentary tickets may be requested by you for your guests.

3.5.1 Method

Complimentary tickets must be booked through the following methods:

1. Through the Ticket Management and Reporting dashboard, or;
2. Through Fringe's Box Office by emailing boxoffice@fringetheatre.ca. These requests must be sent at least one business day before the event. For events with multiple performances, these requests must be sent at least one business day before the performance.

3.5.2 Availability

Complimentary tickets are subject to availability.

3.5.3 Requirements

All complimentary tickets require the following information to be booked:

1. The guest's first and last name, and;
2. The guest's email address.

When the requirements are not met, Fringe cannot guarantee the deliverability of the complimentary tickets to the guest(s).

4 PRICING AND FEES

In consideration of the services described herein:

4.1 Upfront Fees

For events where tickets are paid, no upfront fee is charged. For events where tickets are free, a \$50.00 setup fee will be invoiced to you.

4.2 Ticketing Revenue

4.2.1 Ticket Pricing

You will have the sole responsibility of setting ticket prices. Fringe will advise you on limitations of Fringe's ticketing system, including what types of tickets may be sold and their associated fees.

4.2.2 Promotional Discounts

Promotional discounts are restricted to Full Price tickets and cannot be applied on already discounted tickets (e.g., a Student/Senior ticket cannot have a further discount). A maximum of 10 ticket types can be created per event. Additional ticket types can be created subject to additional labour charges.

4.2.3 Service Fees

Fringe will add and collect Service Fees to each ticket sold as follows:

1. \$4.00 Service Fee will be added to each ticket to be paid to Fringe. The Service Fee is the amount applied to each ticket to support the partial recovery of expenditures, rentals, and

maintenance associated with the infrastructure of the Fringe Theatre Arts Barns. The Service Fee also includes all transaction costs, including software licensing and payment processing. This service fee is only applicable to tickets above \$10.00 and below \$40.00. Ticket prices below \$10.00 and including and above \$40.00 will be subject to a different Service Fee, negotiable by Fringe and yourself.

2. \$0.30 Service Fee will be added for all Complimentary tickets redeemed above 20% of the total event house capacity for paid ticketed events.
3. A \$4.00 inclusive Service Fee will be applied to Offer What You Will/Pay What You Will tickets to be paid to Fringe. This Service Fee is only applicable to tickets above \$10.00 and below \$40.00. Ticket prices below \$10.00 and including and above \$40.00 will be subject to a different Service Fee, negotiable by Fringe and yourself.

5 GST

GST will be included in the item price as determined by you (excluding the Fringe Service fee). Fringe will remit this GST unless you supply a GST number to Fringe.

6 PAYMENTS

Ticketing revenue will be applied to the Final Invoice if renting a venue within the Arts Barn, unless otherwise requested. Otherwise, ticket revenue will be made in Canadian funds and payable by direct deposit, or by post to you.

7 CANCELLATIONS, REFUNDS, AND EXCHANGES

7.1 Event/Performance Cancellations

7.1.1 Cancellation Fees

No further ticketing fees shall be incurred by you should an event/performance be cancelled. Fringe will refund all tickets to the patrons.

7.1.2 Notice of Cancellation

Fringe will be notified of cancellation as soon as possible. Any items purchased between the notification to Fringe and the decision to cancel shall still incur the Fringe Service Fee charged to you.

7.2 Refunds

7.2.1 Discretion

All refunds are at the sole discretion of Fringe.

7.2.2 Service Fee

For ticket refunds, the face value of the ticket and the Service Fee will be refunded to the patron. For other items, the product price and service fee will be refunded to the patron.

7.3 Duration of Refunds

Requests for refunds for the event(s) will be considered for 1 business day following the end date of the event(s). Patrons will be directed to you if requests for refunds occur later than 1 business day after the end date of the event(s).

7.4 Exchanges

Exchanges will not incur any additional fees.

8 PRIVACY

8.1 Data Privacy

Data Privacy shall be maintained in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA), Canada's Anti-Spam Legislation (CASL), and Fringe's general privacy policy.

8.2 Consent to Contact

Transactions through the ticketing service will not provide consent for contact to you. Patrons may only be contacted with information regarding their purchase and the fulfillment of the ticketing service unless explicit consent is given to Fringe by the Patron to share their information with you.