

Box Office Services Form & Agreement

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Organization Name:
Contact Name:
Contact Cell Phone: Contact Email:
Contact Website:

TICKETING Information

Presenter Name: (If different than Organization).....

Event Title:

Show Tagline:

Ticket On-sale date:

Event Date: Event Time: Intermission:.....

General Admission Event ☐ Reserved Seating Event ☐ Customized (\$75 fee) ☐

Ticket Prices: Adults \$ Students \$ Seniors (65+) \$ Child under 12 \$

Do you allow babes in arms? ☐ If so, up to what age?

Is the show presented predominantly in English? Yes ☐ No ☐

What other language is featured?.....

Longer Description of Show (For ticket Landing page):

****Please include a 1056 x 480px JPEG image for your ticket landing page****

PLEASE RETURN THE COMPLETED FORM TO:

Sheri-Lynn Day, Box Office Supervisor | boxoffice@capilanou.ca | Tel: 604.990.7810 Please
allow 5 business days to process your ticket order. Prices quoted do not include GST.

Ticketing Service Policy for Facility Renter

1. Services Provided by Capilano University (“Venue”)

- Initial setup of event on Spektrix platform. General seating, reserved seating and standard 3-zone maps covered under general fees. Customized event maps are charged an extra \$75 setup fee.
- Advance ticket sales online and by phone. The venue box office staff are available Monday-Friday from 10AM to 3PM online or by phone.
- Box Office Attendant onsite during event, starting 1-hour before start time. Box office remains open until intermission, or 30-minutes past start time on shows without an intermission.

2. Use of Venue Ticketing Platform

- All ticketed events hosted at the venue must use the venue’s approved ticketing system unless otherwise agreed to in writing.
- The venue reserves the right to manage all ticket sales, settlement, and reporting through the Spektrix ticketing platform to ensure accuracy and consistency.

3. Ticketing Fees & Revenue Settlement

- Ticketing service fees will be clearly outlined in advance and will be added to the base ticket price at the time of purchase to the patron.

Ticket Price	Fee
\$ 10	\$4 fee
\$ 20	
\$ 30	
\$ 40	\$5 fee
\$ 50	
\$ 60	
\$ 70	\$7 fee
\$ 80	
\$ 90	

- Credit Card fees of 3% will be backed out of the base ticket price. GST will be backed out of the base ticket price and will be collected on behalf of the rental client.
- Net ticket revenue, including GST collected, will be remitted to the client after the event. Rental expenses and Credit Card Fees will be deducted from net ticket revenue. Payment will be issued to the rental client within 15- days of the event date.

4. Pricing & Inventory Control

- Final ticket pricing, holds, and inventory allocations must be approved by both the client and the venue prior to going on sale.
- Four seats are assigned for ushers during the performance; these seats are not available for sale.
- Seats in row B, numbers 4-8 and 25-29 are marked for patrons with accessibility needs.

5. Marketing & On-Sale Coordination

- Ticket on-sale dates and promotional timing must be coordinated with the venue's ticketing team.
- All public ticketing links, announcements, and promotional materials must direct customers to the authorized ticketing platform.

6. Complimentary Tickets & Holds

- Requests for complimentary tickets, artist holds, or reserved seating blocks must be submitted in advance and are subject to approval.
- The venue reserves the right to have four complimentary tickets allocated for each show.

7. Refunds, Exchanges & Cancellations

- Refund and exchange policies will be established prior to ticket sales and must comply with venue guidelines.
- In the event of cancellation or postponement, the venue will oversee all ticket holder communications and processing, unless otherwise agreed.

8. Customer Service & Patron Data

- The venue will provide front-line customer service for ticket buyers related to ticket purchases and access.
- Patron data collected through ticket sales **may not** be shared with the client in accordance with Capilano University's personal data protection policies.

9. Access Control & Event Entry

- The venue will manage event scanning, access control, and reporting of attendance using its ticketing system.
- Clients must not issue or sell tickets through unauthorized channels, as these will not be recognized for entry.
- The client must provide four volunteer ushers; ushering duties include scanning patrons' tickets at the doors.

10. Reporting & Analytics

- The client will receive access to weekly sales reports. The client can request a different frequency for sales reports.
- Final attendance and sales summaries will be provided as part of the post-event settlement.

11. Compliance & Fraud Prevention

- The venue reserves the right to monitor ticket sales activity and cancel suspicious or fraudulent transactions.
- Resale or scalping policies must adhere to venue standards and applicable regulations.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the Effective Date.

By signing below, each Party confirms that they have read, understood, and agree to the terms of this Agreement, including all ticketing policies outlined herein, and that all information provided in connection with this Agreement is true and accurate to the best of their knowledge.

CLIENT:

Signature: _____

Name: _____

Title: _____

Date: _____

VENUE: Capilano University

Signature: _____

Name: _____

Title: _____

Date: _____