

## TICKETING INFORMATION

Tickets are required for all licensed events held at The Granada. The User must use The Granada Box Office to print their tickets. Only Granada tickets will be accepted for admission to the event.

*All tickets for Granada events must be ordered through The Granada Box Office. All single ticket sales when there is a series must be sold through The Granada Box Office.*

Ticketing program information must be submitted directly to the Box Office no later than 10 working days prior to the expected on-sale date of your performance.

The Granada Box Office will print general admission or reserved seating tickets for each event, with the pricing and print information specified by the User.

The User has four lines of copy available on the ticket for your event that does not need to include the date and time as that information is pre-printed on the tickets. Each line has 30 characters/spaces with the second line of text being the largest font size.

Users may choose to have tickets sold by The Granada Box Office, or to take partial consignment of the printed tickets to sell them by other means.

Tickets will be placed on sale through The Granada website as well as at the Box Office during their normal business hours. Ticket orders are taken by phone, through the mail, online or at Box Office window. If The Granada Box Office staff sells tickets for an event, The Granada shall at all times retain control of ticket sales revenue until the settlement of all monies owed under this Agreement. The Granada's box office is located at 1214 State Street, and can be reached by calling (805) 899-2222. Its hours of operation for telephone and walk-up sales are Tuesday through Saturday 10:00 AM to 5:30 PM, Sunday 12:00 PM to 5:00 PM, and closed on Mondays. The Box Office is open through intermission on performance days.

Each person attending, regardless of age, must have a ticket, and sit in a seat. Lap seating is never permitted. As a courtesy to other guests, patrons are asked to bear in mind that it is not appropriate for small children to attend events where silence is necessary to fully enjoy the performance. Please inform your guests The Granada will require the purchase of a FULL priced ticket for all infants prior to entering the theatre unless the performing group has arranged for a discounted price to handle such situations.

It is the responsibility of the User to ensure that all guests, participants, performers, etc. who will be sitting in the house during the event are included in the overall ticket count. These people must have their own ticket.

Users shall not sell, distribute or permit to be sold or distributed tickets or passes in excess of the seating capacity of the Facility as determined by The Granada.

For events where the User has elected to take partial consignment of printed tickets, User agrees to provide or sell a ticket to every patron, regardless of age, in order to be admitted into the Facility including infants. Any patron without a ticket or that exceeds Facility capacity will not be admitted into the Facility.

User agrees to sell all tickets at the prices advertised unless a written waiver has been approved by The Granada.

All tickets, as designated by User, to be left at Will Call must be received at The Granada Box Office by 5:00 p.m. on the day prior to Event. All tickets must be paid for in advance. Tickets cannot be held at the Will Call window pending payment. Any such requests will be denied.

The Box Office is a secure area closed to anyone who does not have business with The Granada. Box Office doors are to remain locked during and immediately before a show. Only Granada Box Office staff members are permitted to handle tickets. Personnel wishing to distribute special VIP tickets must do so by advance arrangement with the box office.

### **Ticketing Fees**

The Granada accepts cash, checks with valid ID, American Express, Discover, MasterCard and Visa.

Credit Card Sales: Gross Charges X 4%.

The Granada will exert reasonable caution against acceptance of bad checks from customers. The Granada shall not be responsible for acceptance of bad checks, recovery of funds owed due to such checks or prosecution of any person(s) passing such checks. User remains fully responsible for paying The Granada all monies owed under this Agreement despite the acceptance of any such checks or cancelled credit card transactions. If User does not accept this responsibility, the Box Office will accept cash or credit cards only.

Facility Fee: A facility fee will be charged on all sold tickets. A Facility Fee is added to the face value of tickets for events at The Granada. The fee is on a sliding scale and based on the average ticket price:

Ticket Price	Facility Fee
\$20 or higher	\$3
Under \$20	\$1

In order to encourage subscriptions, these packages will be assessed only a \$5 fee per order.

Chargeback: 25 cents charge per ticket charged to presenter.

After the near \$50 million dollar remarkable restoration of this beautiful and historic landmark, the staff and Board are committed to maintaining The Granada in first class condition. This requires a significant commitment of resources dedicated to the repair and replacement of equipment, fixtures, furnishings, finishes and building components. The Facility Fee is only one source of the funding necessary for this purpose.

After the Facility License Fee has been paid and the Contracts have been returned, the User may submit a Ticket Information Form to have tickets printed and/or placed on sale.

**Complimentary Tickets:**

A User representative must be designated as the person authorized to request and issue complimentary tickets. This person's name must be given to the Box Office prior to any complimentary ticket requests being processed.

The Granada Box Office will handle 50 complimentary tickets per performance as part of its normal box office service. During each production run, The Granada Box Office will handle complimentary tickets not to exceed 50, times the total number of performances. More than this number will be charged to the User at \$.50 per ticket.

User agrees to provide ten (10) complimentary, preferred house seats per performance to be used at the discretion of The Granada, if requested by The Granada. Any house seats not used thirty (30) minutes prior to curtain will be released for sale to patrons.

The Granada will hold twelve (12) seats for use by The Granada House Management and Arts Ticket Office staff at their discretion to resolve seating or ticketing problems and for previously unknown wheelchair patrons.

A written COMP list for the performance shall be turned in no later than 4 hours prior to the performance on the day of the show.

**Accommodation of Disabled Patrons:**

User agrees to provide reasonable accommodations (consistent with the Americans with Disabilities Act and/or applicable state law) to ticket-holding patrons who provide appropriate advance notice of the need for such accommodation. All costs associated with such accommodation(s) shall be the responsibility of the User. Appropriate advance notice shall be construed as ten (10) calendar days in advance of a performance. Further, the User agrees to advertise the willingness to provide such accommodations in all public advertising of the event covered by this Agreement. Appropriate advertising language shall be construed as the following: "Ticket-holding patrons who require a reasonable accommodation (as defined by the Americans With Disabilities Act and/or applicable state law) to attend and/or enjoy this event must notify [*Name and Phone Number of Responsible Party*] at least ten (10) calendar days in advance of the performance date."

Users with season subscriptions may not sell the removable regular seating except, of course, to subscribers using wheelchairs or other mobility aids requiring additional space.

Users are required to hold all wheelchair seating until the day of performance. Both the User and The Granada will inform prospective patrons wanting to secure wheelchair seating to purchase their tickets well ahead of time and no later than 24 (twenty four) hours in advance.

When a performance is sold out, accommodation for one wheelchair patron will remain available until 24 (twenty-four) hours prior to curtain. If the remaining wheelchair seat is not purchased by this time, the tickets may be sold as regular seats.

User promotion of Telecommunications Device for the Deaf as a service to patrons is required by The Granada indicating our box office telephone number in the following manner: California Relay System 1-800-735-2922. All display ads, posters, press releases, etc. put out by the renters shall be required to include this information as well as indicating The Granada's accessibility by using the wheelchair and ALS graphic symbols.

### **Settlement and Box Office:**

All monies from the ticket sales for each performance will go into The Granada Box Office Account and will be turned over at the conclusion of the show, during the final settlement. Within three days after the event, a final accounting of the event is prepared. Revenues from ticket sales conducted through the Box Office shall be retained by The Granada to offset any monies owed whether for fees or other charges, expenses, cleanup, repairs or as liquidated damages for cancellation or default. The Granada retains the right to charge an additional fee(s) if, in The Granada's sole discretion, the amount of cleanup or maintenance work required upon load-out is excessive, or if User has not completed load-out in a timely manner. User agrees to pay all outstanding fees and charges upon receipt of invoice from The Granada. Ticket revenues in excess of the amount of fees and charges or other monies due The Granada by User as shown in the invoice, under this or any other Agreement, will be remitted to User within a reasonable time, usually within two (2) weeks of the final accounting.

Please check all settlements carefully. All settlements are considered final after 30 (thirty) days.

In handling and controlling ticket revenues, The Granada is acting for the accommodation of User and shall not be liable for any loss thereof unless willfully caused by The Granada or permitted through gross negligence of The Granada. User remains fully responsible to pay The Granada all monies owed under this Agreement despite any loss of ticket revenue, unless willfully caused by The Granada or permitted through gross negligence of The Granada.

### **Consignment Tickets**

Along with tickets sold through the Box Office, Consignment tickets may be printed for promoter sales. Once event is up and available:

- Please call at least 24 hours in advance to arrange for pick up. Tickets consigned to the User shall be handled by appointment with Box Office Management.
- When signing out tickets, the User shall give the following details over the phone: Number of tickets to be signed out and specific seats or location of tickets. These guidelines also apply to complimentary tickets. Tickets will then be pulled and recorded before User arrives so that User can count tickets, verify entry and initial where indicated.
- All tickets will be printed with either the full price or 0.00 (complimentary) amounts. Specify which is needed prior to their printing.

- Unsold consignment tickets may be returned to the Box Office at least 24 hours prior to the event in order to put them back into the system for advance sale.
- A list of names and locations of tickets sold through your consignment must be provided to the Box Office at least 90 minutes prior to curtain – this will allow the Box Office to assist those patrons with tickets issues or lost tickets the night of your performance.
- All sold consignment tickets will incur the \$3.00 facility fee, such monies to be assigned to The Granada.
- Consignment monies collected will be retained by and the responsibility of the User. However, the \$3.00 facility fee per ticket will be deducted from the final settlement (this figure will be based on the “gate count”).)
- The first 50 complimentary tickets WILL NOT incur the \$3 facility fee. Please notify Box Office at least one (1) hour prior to curtain with the number of consignment tickets that were utilized for complimentary purposes. Otherwise, entire “gate” will be considered sold and the \$3 facility fee will be added to the admittance total.
- On events ticketed by The Granada Box Office, the box office will handle all consigned Will Call paid tickets.
  - Tickets should be placed in envelopes with Last Name, First Name in the left hand corner.
  - Please list on the outside of each envelope the seat location and number of tickets included in each envelope.
  - Any consigned tickets returned for C.O.D. (cash on delivery) will be put back into the system in order to handle the sale.
- To assist you with your VIPs and/or cast members, you may arrange with the Box Office to have tickets placed at will-call for pick up.
  - Please state whether tickets are complimentary or list the credit card with expiration date that should be charged. We are sorry we cannot accept checks or C.O.D.’s on VIP orders.
  - Tickets will be made available for pick-up no earlier than 90 minutes prior to the performance.
- If User chooses to take all tickets on consignment, a User representative must be provided at the lobby entrance to handle ticketing questions or problems 1 hour prior to the event, and stay in position for at least 20 minutes after the show has begun to take care of late-comers.