

## BOX OFFICE FORM (STEP 3)

The City of Brampton values diversity and inclusiveness, and recognizes that enhancing access to goods and services provides increased opportunities for people of all ages and abilities. We are committed to offering an accessible, safe, and comfortable experience for all. Please let us know if you have questions about accessibility or if you would like to request accommodations. Any information received relating to accommodation will be addressed confidentially. The personal information on this form is collected under authority of the [Municipal Act, 2001, S.O. 2001, c. 25](#). The information will be used to communicate with clients regarding rental administration. For questions about the collection of personal information, contact [rentaladmin@brampton.ca](mailto:rentaladmin@brampton.ca) or 905.874.2844. Review the City's [Privacy Statement](#) for more information.

Box Office Forms and any changes in ticketing information are subject to approval by the City of Brampton. Failure to disclose required information may result in the cancellation of an event by the City of Brampton.

**Tickets for all rentals at City of Brampton theatres must be generated by and sold through the City of Brampton Box Office in accordance with the [Ticketing Policy](#).** A minimum of five (5) business days are required from receipt of the completed Box Office Form to public ticket sales. Additional time will be required if the form is incomplete or completed by hand. All fields are mandatory unless otherwise indicated.

All required payments to the City of Brampton must have been made in full for Box Office Forms to be processed.

### INSTRUCTIONS

This form must be completed and submitted *digitally* by all applicants.

1. Save form to desktop before filling it out
2. Complete application form on computer; save periodically while working
3. Save completed application to desktop
4. Return the completed form to [rentaladmin@brampton.ca](mailto:rentaladmin@brampton.ca)

### TICKET SALES

- All tickets must be generated and issued by the City of Brampton Box Office.
- Tickets can be purchased in person, by phone or online.
- Tickets are scheduled to go on sale at 10:00am for all purchase methods, regardless of date.
- In person Box Office hours are:
  - The Rose: Monday-Saturday 10:00am - 6:00pm
  - City Hall (Service Brampton Kiosk): Monday - Friday 8:30am - 4:30pm
  - Lester B. Pearson: Saturday 12:00pm - 6:00pm
- Tickets can be purchased online or by phone twenty-four (24) hours per day, seven (7) days per week.
- The Box Office will open two (2) hours before event start, and will remain open for thirty (30) minutes after the scheduled performance start time. Extended or additional Box Office hours may be requested a minimum of thirty (30) days in advance of the performance date at an additional cost by contacting [rentaladmin@brampton.ca](mailto:rentaladmin@brampton.ca).
- The City of Brampton offers [Ticket Resales](#) information to address concerns about ticket resales.

## TICKET CHARGES

All City of Brampton User Fees, including ticket charges, are applied in accordance with the User Fee By-law 380-2003 for the applicable year. User Fees change annually; the current User Fees are available in the [By-laws section](#) of the City of Brampton website.

### RENTAL CLIENTS

- **Box Office Set-up** Cyril Clark \$50.00, Lester B. Pearson \$75.00, Rose Studio \$100.00, Rose Main Space \$150.00: to recover costs associated with the build of an event in the ticketing system
- **Commission** 5% of ticket revenue: calculated on listed ticket price, less TCIF (Theatre Capital Improvement Fund)
- **Ticket Printing** \$0.10/ticket: charged for every ticket issued, including complimentary tickets, regardless of whether or not they are used or returned to the Box Office
- **Theatre Capital Improvement Fund (TCIF)** \$2.00/ticket: to fund capital improvements to City owned facilities; included in all listed ticket prices; no TCIF charged or collected on complimentary tickets or tickets of less than \$6.00
- The City of Brampton does not collect tax/HST on behalf of clients

### PATRONS

- **Ticketing/Reprinting Fee** \$1.16/ticket: charged to each ticket purchased through the Box Office with the exception of complimentary tickets, or charged to each ticket that is reprinted at the request of a patron
- **In Person/Phone Fee** \$3.47/transaction: charged to each transaction made through the Box Office in person or by phone; there is no charge to patrons who purchase tickets online
- **Tax/HST**: the City of Brampton collects tax on goods and services sold by the City of Brampton
- **Ticket Exchange Fee** \$5.00/transaction (OPTIONAL): charged when exchange is requested, if option is offered by the client
- **Mail Delivery Fee** \$3.47/transaction (OPTIONAL): charged to each ticket order that is mailed to a patron at their request; mail delivery is not available outside of Ontario

## CONTACT INFORMATION

### PRIMARY CONTACT: BOX OFFICE

The primary contact is responsible for event ticketing and has signing authority for the organization.

Select one of the following:

- Primary Box Office contact is primary contact identified on Rental Request Form (skip to *Ticket Details* section)
- Primary Box Office contact is *not* primary contact identified on Rental Request Form (complete below)

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**DESIGNATE CONTACT: BOX OFFICE**

A designate can be appointed by the client to make changes to event ticketing, including authorizing complimentary tickets, holds, reserved seating and ticket pick-up. If no designate exists, skip to the *Ticket Details* section.

Select one of the following:

- Designate Box Office contact is designate contact identified on Rental Request Form (skip to *Ticket Details* section)
- Designate Box Office contact is *not* designate contact identified on Rental Request Form (complete below)

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

<b>TICKET DETAILS</b>
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**EVENT INFORMATION**

This information will appear on the ticket. Each line can be a maximum of 40 characters including spaces.

Venue: \_\_\_\_\_

Event Date(s)\*: \_\_\_\_\_

Event Start Time(s)\*: \_\_\_\_\_

Presented by (optional): \_\_\_\_\_

Event Title: \_\_\_\_\_

Event Subtitle (optional): \_\_\_\_\_

\*For multiple event dates and times, attach a full list

**TICKET CATEGORY**

Tickets must be sold as General Admission or Reserved Seating. Reserved Seating tickets are required if ticket pricing will be assigned to specific seating locations.

How will tickets for the event be sold? *select only one*

- General Admission:** seating that is not assigned and is occupied on a first come first served basis
- Reserved Seating:** tickets that are assigned to a specific seat at the time of purchase
- Registration:** general admission seating; exclusively for events that are entirely free to the public or invited guests

Seating maps are available upon request.

**TICKET TYPE**

Indicate ticket types to be sold for the event and the associated cost for each type. Face price of tickets **includes** Theatre Capital Improvement Fund (TCIF) and the tax on the TCIF. Face price of tickets **excludes** all other ticket charges and taxes/HST.

TICKET TYPE	DESCRIPTION City of Brampton standard	CHECK TO SELECT	FACE PRICE	AGE If other than City standard
Admit One	All age groups			
Adult	Patron eighteen (18) years or older			
Youth	Patron between the ages of thirteen (13) and seventeen (17)			
Child	Patron twelve (12) years or younger			
Senior	Patron sixty-five (65) years or older			
Student	Patron with a valid Student Card			
Complimentary	Ticket given out by client at no charge			
Group 10+	Ten (10) or more qualify for discount			
Group 20+	Twenty (20) or more qualify for discount			
Group 30+	Thirty (30) or more qualify for discount			
Promotion	Promotional discounted pricing – one (1) per rental			
VIP	Reserved seating in VIP area			
Additional details (premium pricing, terms, conditions):				

For what ages is the event suitable? *select all that apply*

- All ages
- Infants twelve (12) months old and younger\*
- Children under the age of twelve (12) years
- Adults eighteen (18) years or older

\*Infants twelve (12) months old and younger are permitted in the auditorium free of charge for age appropriate events. Children over the age of twelve (12) months, infants of any age in car seats, and all other patrons require their own seat and ticket for admittance.

**EXCHANGES & REFUNDS**

The City of Brampton will provide full refunds to all performances in City venues in the event of death or serious medical issues. Clients may choose to offer ticket exchanges at an additional charge to patrons of \$5.00 per transaction payable to the City of Brampton. This allows patrons to change seat location, performances (if applicable), and/or return tickets for an account credit at the Theatre.

Offer patrons the option to exchange tickets?

- Yes
- No (if no, skip next question)

If yes, select all options that apply:

- Credit patron's City of Brampton ticketing account
- Change seat location for same performance
- Change performance (applies only to events with multiple performances)

**ON SALE DATE**

Tickets are scheduled to go on sale at 10:00am for all purchase methods regardless of date. On-sale dates will be assigned on a first come first served basis, based on availability. Assigned on-sale dates and times are not guaranteed.

Indicate requested on-sale date for each ticket sale method being offered (include month, day and year)

In Person: \_\_\_\_\_

By Phone: \_\_\_\_\_

Online: \_\_\_\_\_

For pre-sales, include a request in the email when submitting this form

**WEBSITE**

Event Website (if available): \_\_\_\_\_

Language(s) in which the event will be presented: \_\_\_\_\_

Has the event been approved for inclusion in the [Guest Presentation](#) program?

- Yes
- No

Events that do not provide the promotional information and materials listed below will be added to the venue website with only the details provided on this form, and placeholder images. Images submitted late will be added at the discretion of City of Brampton staff. All events will be listed on the venue website.



## THE ROSE

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The following information is required and must be submitted with this form in order for events at The Rose to be listed on [The Rose website](#) (check box to confirm attachment included with this form):

- Image A will be used to identify the event on the event information page of the website
  - Minimal or no text; photo, design or logo
  - Avoid white background
  - 1920 pixels high x **1080 pixels wide**
  - High resolution: minimum 72dpi
  - Format: JPG and PNG only
  - Ensure focal point of image is at least 200 pixels from top
  - Description of image for screen readers
- Short event description; a few words to describe the event (maximum of 25 words)
- Long event description (maximum of 100 words) which is a promotional summary

Artistic/production team, sponsor information and logos (PNG format only) can also be included.

## LBP & CYRIL CLARK

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The following information is required and must be submitted with this form in order for events at LBP and Cyril Clark to be listed on the [LBP website](#) and [Cyril Clark website](#) respectively (check box to confirm attachment):

- Image that will be used to identify the event
  - Minimal or no text; photo, design or logo
  - 1400 pixels high x 597 pixels wide
  - High resolution: minimum 72 dpi
  - Format: JPG and PNG only
  - Description of image for screen readers
- Short event description; a few words to describe the event (maximum of 25 words)
- Long event description (no maximum length) which can include
  - Promotional summary
  - Company website
  - Artistic and production team
  - Sponsor information and logos (PNG format only)

### ADDITIONAL BOX OFFICE STAFFING

Standard opening hours for the Box Office start two (2) hours before event start, and end thirty (30) minutes after the scheduled performance start time. The mobile Box Office at Cyril Clark will offer: ticket pick-up, ticket purchase by credit card or debit card only, reprinting of lost tickets.

Additional Box Office hours may be requested a minimum of thirty (30) days in advance of the event at an added cost. Does the event require extended Box Office hours at an added cost?

Yes

No

If yes, provide the following information:

Box Office open time: \_\_\_\_\_

Box Office close time: \_\_\_\_\_

Attach a full list for multiple days

**TICKET HOLDS & PRINTING**

**TICKET HOLDS**

Ticket holds are tickets that will not go on sale to the public. They will be held at the Box Office for a specific use determined by the client (artists/performers, dignitaries, videographers, etc.) Requests for ticket holds must be provided before tickets go on sale.

Videographers using standing tripods are limited to the following seats:

- The Rose Main Space: R324, R331, Box C Seat 6, Box G Seat 1
- LBP Brampton: M11, M21
- Videographers at Cyril Clark can be accommodated upon request

To request ticket holds, provide the following information

Number of tickets: \_\_\_\_\_

Seat location(s) in theatre: \_\_\_\_\_

Attach a full list or seating map for additional tickets

**COMPLIMENTARY TICKETS**

Complimentary tickets are free (\$0.00) tickets that a client reserves for volunteers, staff or other parties involved with the event. Requests for printed tickets require a minimum of two (2) business days notice. To request complimentary tickets, complete and submit the [Complimentary Ticket Form](#).

**TICKET SALES REPORT**

Ticket sales reports are automatically sent via email from the AudienceView ticketing system. They list tickets sold to date for each ticket type.

Are ticket sales reports required?

Yes

No



If yes, provide the email address(es) to which reports should be sent:

If yes, how often? Select one

- Daily - start of day
- Daily - end of day
- Weekly; day of the week:
- Monthly

## AUDIENCE WARNINGS

To ensure an enjoyable customer experience, the City of Brampton posts warnings on the website and outside the theatre for production elements that may cause problems for some patrons. In order to ensure the safety of all patrons, organizers are required to disclose if an event contains any of the following? Check all that apply

- |   |   |
|---|---|
| <input type="checkbox"/> Strobe or flashing light | <input type="checkbox"/> Gunshots   |
| <input type="checkbox"/> Smoke (fog machine)      | <input type="checkbox"/> Weapons (in accordance with the <a href="#">Ministry of Labour</a> ) |
| <input type="checkbox"/> Smudging                 | <input type="checkbox"/> Sexually explicit content  |
| <input type="checkbox"/> Haze (water-based)       | <input type="checkbox"/> Other: _____   |

Warnings can also be posted for content subject matter that may be considered disturbing to certain patrons. Should a warning be posted for any of the following? Check all that apply

- |   |  |
|---|--|
| <input type="checkbox"/> Mature language or content                   | <input type="checkbox"/> Death or dying                              |
| <input type="checkbox"/> Nudity or sexuality                          | <input type="checkbox"/> Pregnancy/childbirth, miscarriages/abortion |
| <input type="checkbox"/> Sexual Assault                               | <input type="checkbox"/> Blood                                       |
| <input type="checkbox"/> Abuse  | <input type="checkbox"/> Mental illness or ableism                   |
| <input type="checkbox"/> Child abuse/pedophilia/incest                | <input type="checkbox"/> Racism or racial slurs                      |
| <input type="checkbox"/> Animal cruelty or animal death               | <input type="checkbox"/> Sexism or misogyny                          |
| <input type="checkbox"/> Self-harm or suicide                         | <input type="checkbox"/> Classism                                    |
| <input type="checkbox"/> Eating disorders, body hatred, or fat phobia | <input type="checkbox"/> Islamophobia                                |
| <input type="checkbox"/> Violence, fighting or weapons                | <input type="checkbox"/> Transphobia or transmisogyny                |
| <input type="checkbox"/> Kidnapping or abduction                      | <input type="checkbox"/> Homophobia or heterosexism                  |



**AGREEMENT**

I hereby state the dates and locations requested are exclusively for the group I represent. I affirm this is my authorized signature in accordance with the [Electronic Commerce Act, 2000, S.O. 2000, c. 17](#) and I certify that the information provided on this form is true, correct and complete in every respect and that I am the authorized signing officer. I understand that failure to disclose information and/or misrepresentation of the requested event or requesting organization may result in the City of Brampton declining or cancelling this and/or future requests. I agree to abide by all terms and conditions set forth by the City of Brampton with respect to this event, including the collection of personal information.

Type name to sign: \_\_\_\_\_  
Do not print and sign by hand

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

