

## BOX OFFICE FORM (STEP 3)

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.

The City of Brampton is committed to inclusive, barrier-free service. Please advise City staff of any accommodations needed during the rental process for Performing Arts venues.

### 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, unless all tickets are sold on consignment. 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 provides this [Ticket Resales](#) notice 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 consignment and complimentary tickets, regardless of whether or not they are used or returned to the Box Office
- The City of Brampton does not collect additional 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 and consignment 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
- **Theatre Capital Improvement Fund (TCIF)** \$2.00/ticket: to fund capital improvements to City owned theatres for the benefit of patrons and performers; included in all listed ticket prices of \$6.00 or more (no TCIF is charged or collected on complimentary tickets or tickets costing less than \$6.00).
- **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?

- 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

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.

<b>TICKET TYPE</b>	<b>DESCRIPTION</b> City of Brampton standard	<b>CHECK TO SELECT</b>	<b>FACE PRICE</b>	<b>AGE</b> 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			
Consigned	Ticket sold in person by client			
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.

Will patrons be offered 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: \_\_\_\_\_

Is the event a [Guest Presentation](#)?

- 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, including those sold on consignment, 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
  - 1920 pixels high x **1080 pixels wide**
  - High resolution: minimum 72dpi
  - Format: JPG and PNG only
  - Description of image for screen readers
- Image B will be used to identify the event in the tile on the calendar page of the website
  - Minimal or no text; photo, design or logo
  - 1920 pixels high x **780 pixels wide**
  - High resolution: minimum 72dpi
  - 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 (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)

## CONSIGNMENT TICKETS

Consignment tickets are printed by the City of Brampton, and sold or distributed to patrons **in person only** by the client.

### Disadvantages of consignment tickets:

- Consignment tickets can not be sold online
- Lost or misplaced tickets will not be replaced; patrons who lose their tickets will not be able to enter the theatre
- There will be no record of the sale and patron information will not be collected
- Resolution of customer service issues by the City of Brampton staff such as fraud or reprinted/duplicate tickets will not be possible, and will be the responsibility of the client
- For events with 100% consignment tickets, the City of Brampton Box Office will be closed during the event

### Benefits of City of Brampton Box Office:

- Tickets can be purchased online
- Lost or misplaced tickets can be reprinted at an additional cost
- A list of ticket buyers with email addresses will be provided to rental clients
- 24/7 online and phone ticket sales, as well as phone support for online purchases
- City of Brampton Box Office staff will provide customer service support for any patron ticketing issue
- Ticket refunds or exchanges are possible at the rental client's discretion
- Ticket sales reports will be automatically provided at customized frequency

Consignment Tickets <small>Select one option only</small>	Pick-Up Date <small>Each bundle must be a minimum of one (1) week apart</small>	Location of Seats in Theatre <small>Describe location, list rows, or attach seating map</small>
<input type="checkbox"/> 0%	No tickets will be sold on consignment (skip to <i>Additional Box Office Staffing</i> section below)	
<input type="checkbox"/> 25%		
<input type="checkbox"/> 50%	First bundle:	
	Second bundle:	
<input type="checkbox"/> 75%	First bundle:	
	Second bundle:	
	Third bundle:	
<input type="checkbox"/> 100%	Not available for online purchase	
	First bundle:	
	Second bundle:	
	Third bundle:	
	Fourth bundle:	

Attach a full list or seating map for additional tickets

All events, including those sold 100% on consignment are listed on the venue website. The following contact information is required for public use if any tickets are sold on consignment. This information will be listed on the venue website, as well as shared with patrons who inquire about tickets.

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

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

Website: \_\_\_\_\_

### Consignment Restrictions:

- Sale or distribution of City of Brampton tickets through any online method is prohibited
- Requests for printing consignment tickets require a minimum of two (2) business days notice
- Consignment tickets will be released in increments of 25% of the venue
- If tickets for an event are available both through the Box Office and on consignment, a minimum of 25% of the house must remain on sale through the Box Office
- Accessibility and customer service seats are not available to clients on consignment
- A maximum of 25% of tickets taken on consignment may be returned to the Box Office within five (5) working days following the event. Returned consignment tickets in excess of 25% will automatically be considered sold
- Tickets taken on consignment become the responsibility of the client and can never be reprinted
- TCIF on tickets sold on consignment is charged back to clients on the reconciliation. TCIF is charged on all unsold consignment tickets not returned to the Box Office within five (5) working days following the event
- All tickets must be handled in accordance with the [Ticket Sales Act, 2017, S.O. 2017, c. 33, Sched. 3](#)

I understand the restrictions applicable to consignment tickets

I understand that any tickets taken on consignment must be sold or distributed in person; the City of Brampton Box Office is the sole online distributor for tickets to events at City of Brampton venues

## ADDITIONAL BOX OFFICE STAFFING

If 100% of tickets are on consignment, the Box Office will not open at all for the event unless it is open for regular business hours. For all other events (75% of tickets or less are on consignment), 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.

Box Office hours in addition to the above standards may be requested a minimum of thirty (30) days in advance of the performance date 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 before pick-up can be arranged. To request ticket printing, provide the following information.

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

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

Requested ticket pick-up date: \_\_\_\_\_

Attach a full list or seating map for additional tickets

### 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 addresses to which reports should be sent:

If yes, how often? Select one

Daily - start of day

Weekly; day of the week: \_\_\_\_\_

Daily - end of day

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<br><input type="checkbox"/> Smoke (fog machine)<br><input type="checkbox"/> Smudging<br><input type="checkbox"/> Haze (water-based) | <input type="checkbox"/> Gunshots<br><input type="checkbox"/> Weapons (in accordance with the <a href="#">Ministry of Labour</a> )<br><input type="checkbox"/> Sexually explicit content<br><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<br><input type="checkbox"/> Nudity or sexuality<br><input type="checkbox"/> Sexual Assault<br><input type="checkbox"/> Abuse<br><input type="checkbox"/> Child abuse/pedophilia/incest<br><input type="checkbox"/> Animal cruelty or animal death<br><input type="checkbox"/> Self-harm or suicide<br><input type="checkbox"/> Eating disorders, body hatred, or fat phobia<br><input type="checkbox"/> Violence, fighting or weapons<br><input type="checkbox"/> Kidnapping or abduction | <input type="checkbox"/> Death or dying<br><input type="checkbox"/> Pregnancy/childbirth, miscarriages/abortion<br><input type="checkbox"/> Blood<br><input type="checkbox"/> Mental illness or ableism<br><input type="checkbox"/> Racism or racial slurs<br><input type="checkbox"/> Sexism or misogyny<br><input type="checkbox"/> Classism<br><input type="checkbox"/> Islamophobia<br><input type="checkbox"/> Transphobia or transmisogyny<br><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 above to sign, do not print and sign (if not a legal entity, individual assuming personal responsibility)

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