

# BOX OFFICE FORM (STEP 2)

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. Alternate document formats are available upon request, please email [rentaladmin@brampton.ca](mailto:rentaladmin@brampton.ca), call 905.874.2844, or complete the [Alternate Format Request](#) form. Any information received relating to accommodation will be addressed confidentially. The personal information on this form is collected pursuant to the [Municipal Act, 2001, S.O. 2001, c. 25](#) for the purpose of communicating with requestors regarding the status of their requests, and for statistical purposes to ensure program efficiency. Review the City's [Privacy Statement](#) for more information. For questions about the collection of personal information, contact [rentaladmin@brampton.ca](mailto:rentaladmin@brampton.ca) or 905.874.2844.

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

**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](#), and in compliance with the [Ontario Ticket Sales Act, 2017](#).** A minimum of seven (7) days are required from receipt of the completed Box Office Form, and any applicable appendices (Complimentary Ticket Form, Seating Maps), to public ticket sales and/or ticket pick-up. Additional time will be required if the form is incomplete. All fields are mandatory unless otherwise indicated.

Event Organizers are invited to meet with the Box Office to review ticketing options. Email [boxofficeCCP@brampton.ca](mailto:boxofficeCCP@brampton.ca).

## INSTRUCTIONS

This form must be completed and submitted digitally.

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 [boxofficeCCP@brampton.ca](mailto:boxofficeCCP@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 12:00pm for all purchase methods, regardless of date.
- In person Box Office hours are:
  - The Rose: Tuesday-Saturday 12:00pm - 5:00pm
  - City Hall (Service Brampton Kiosk): Monday-Friday 8:30am - 4:30pm
  - Civic Centre: Monday-Friday 9:00am-5:00pm
  - LBP: Saturday 12:00pm-5:00pm
- 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).
- Tickets can be purchased online or by phone twenty-four (24) hours per day, seven (7) days per week.
- The City of Brampton offers [Ticket Resales](#) information to address concerns about ticket resales.
- A maximum of four (4) tickets may be purchased *online* in a single transaction.

# BOX OFFICE FORM (STEP 2)

## 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 staff costs associated with the build of an event in the ticketing system
- **Commission** 5% of ticket revenue: calculated on listed ticket price, less CIF (Capital Improvement Fund)
- **Capital Improvement Fund (CIF)** \$2.00/ticket: to fund capital improvements to City-owned facilities; included in all listed ticket prices; CIF is not charged on complimentary tickets or tickets of less than \$6.00
- The City of Brampton does not remit tax/HST on behalf of clients

### PATRONS

#### Compulsory Charge:

- Ticketing \$1.50/ticket (not applicable to complimentary or pay-what-you-choose tickets)

#### Optional Charges available upon patron request:

- Exchange \$5.00/ticket (select performances; may be suspended due to COVID-19)
- Reprinting \$1.50/ticket
- Mail Delivery \$3.47/transaction (within Ontario only; up to 10 days before an event)

**Tax:** 13% Harmonized Sales Tax (HST) is charged on top of all ticketing charges; taxes to be remitted to the Canada Revenue Agency [by event organizers](#) are included in the face price

## CONTACT

### BOX OFFICE CONTACT

The Box Office Contact is responsible for event ticketing, and has signing authority for the organization.

Select one of the following:

- Same as Rental Agreement Contact (skip to *Ticket Details* section)
- New contact (complete below)

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

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

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

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

# BOX OFFICE FORM (STEP 2)

## BOX OFFICE DESIGNATE

A Box Office Designate can be appointed by the event organizer to make changes to 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:

- Same as Rental Agreement Designate (skip to *Ticket Details* section)  
 New contact (complete below)

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

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

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

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

## TICKET DETAILS

Tickets are required by all patrons to enter the venue; wristbands will not be accepted by City of Brampton staff for access to any venue locations, or for seating in the auditorium.

### TICKET INFORMATION

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

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

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

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

*The 'Performance Start Time' (above) printed on the ticket is the time at which the stage show will start. Event Organizers may choose to advertise an alternate start time publicly to ensure that patrons arrive prior to the start of the performance. If this is the case, use the 'Lobby Doors Open Time' (below) to list the publicly advertised start time.*

Lobby Doors Open Time (optional): \_\_\_\_\_

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

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

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

\* Each performance within a single event must be ticketed separately for each new audience (i.e. if different audience members will attend each performance):

- List all performance dates and start times above, or attach a full list
- Ensure that the performance schedule (i.e. start times) is included in the show description

# BOX OFFICE FORM (STEP 2)

## EVENT TYPE

In accordance with the [Ontario Ticket Sales Act, 2017](#), it is legal to resell a ticket at up to 50% more than the face value of the ticket (printed on the ticket). \$0 tickets and complimentary tickets **can never be sold or resold under any circumstance**. Event organizers who violate the Ticket Sales Act:

- Will be reported to the Ministry of Government and Consumer Services and Peel Regional Police
- May not be granted \$0 tickets and/or complimentary tickets during future rentals
- May be suspended from renting Performing Arts venues

While it is legal to resell tickets at up to 50% more than the face value, The City of Brampton strictly forbids event organizers from reselling tickets **online**, on any platform, to events at Performing Arts venues under any circumstance. Event organizers who violate this will be suspended from renting Performing Arts venues.

Select only one event type

### Public

- All tickets will be sold by City of Brampton Box Office directly to patrons
- Up to 10% of seating capacity is available as complimentary
- Box Office open from two (2) hours before event start to thirty (30) minutes after scheduled performance start
- 5% commission will be charged to Event Organizer on all tickets sold
- \$1.50/ticket Ticketing Fee + tax will be charged to Event Organizer on all \$0 tickets

### Private

- All tickets will be issued at \$0 value by City of Brampton Box Office to Event Organizer for distribution
- Complimentary tickets are not available
- Box Office will not open for event; ticket exchanges and ticketing support will not be provided
- Unused tickets may not be returned

### Registration

- All tickets will issued by Box Office directly to patrons at \$0; no charge to patrons
- Complimentary tickets are not available
- Box Office will open from two (2) hours before event start to thirty (30) minutes after scheduled performance start
- \$1.50/ticket Ticketing Fee + tax will be charged to Event Organizer on tickets/registrations issued, as applicable
- Unused tickets may not be returned
- Either \$0 printed or e-tickets are issued to patrons, or registration list is provided to organizer for entry to venue

### Fundraiser A

- Only available to [registered charities](#) that are issuing tax receipts from that charity to patrons
- Select Pricing Type 'Admit One' below; face price will be [fair market value](#) (i.e. excluded from tax receipt amount)
- All tickets will be issued by City of Brampton Box Office to Event Organizer for distribution
- Full name and seating location of each patron must be provided to City of Brampton Box Office
- Up to 10% of seating capacity is available as complimentary
- Box Office will open from two (2) hours before event start to thirty (30) minutes after scheduled performance start
- No ticket commission or ticketing fee will be charged to Event Organizer
- \$2.00/ticket CIF will be charged on all applicable tickets

# BOX OFFICE FORM (STEP 2)

## Fundraiser B

- Only available to [registered charities](#) that are *not* issuing tax receipts to patrons
- All tickets will be issued by City of Brampton Box Office to Event Organizer for distribution
- Up to 10% of seating capacity is available as complimentary
- Box Office will not open for event; ticket exchanges and ticketing support will not be provided
- 5% commission will be charged to Event Organizer on all tickets, however no ticketing fee will be charged
- \$2.00/ticket CIF will be charged on all applicable tickets

Exceptions to the ticketing structure options above may only be made for:

- Matinée/daytime school show performances where tickets are not issued, and only school groups will attend
- Festivals/conferences with passes, where activities are held in both Performing Arts Brampton and external venues (all onsite box office services must be provided by the Event Organizer)

## PRICE TYPE

Face price of tickets **includes** Capital Improvement Fund (CIF) and the tax on the CIF. Face price of tickets **excludes** all other ticket fees and taxes applicable to those ticket fees charged by the City of Brampton to the ticket buyer.

Select only one price type

**General Admission:** unassigned seating where seats are occupied on a first come first served basis

- The Rose Main Space capacity: 820
- The Rose Studio capacity: 80
- LBP capacity: 360
- Cyril Clark capacity: 170

Admit One: single price for all seats regardless of seat location; Face Price: \_\_\_\_\_

Pricing based on ticket type; complete Ticket Type section below

**Reserved Seating:** seat location assigned at purchase (not available in The Rose Studio)

- The Rose Main Space capacity: 854
- The Rose Studio capacity: 80-100 depending on set-up
- LBP capacity: 387
- Cyril Clark capacity: 187

Admit One: single price for all seats regardless of seat location; Face Price: \_\_\_\_\_

Pricing based on seating location; complete and submit Seating Map with this form (not available at Cyril Clark)

Pricing based *only* on ticket type; complete Ticket Type section below

For reserved seating based on seating location, complete and submit one of these maps with this form:

- [Rose Concert/Comedy Map](#): ideal for single speaker events like stand-up comedy and concerts at The Rose
- [Rose Theatre/Dance Map](#): ideal for theatrical and dance performances
- [Rose Upstairs/Downstairs Map](#): for single price on orchestra level, and different price in balcony
- [LBP Concert/Comedy Map](#): ideal for single speaker events such as stand-up comedy and concerts at LBP

# BOX OFFICE FORM (STEP 2)

## TICKET TYPE

Complete this section *only* if pricing is based on ticket type (and not seating location). Indicate ticket types to be sold for the event and the associated cost for each type.

PRICE TYPE	DESCRIPTION City of Brampton standard	CHECK TO SELECT	FACE PRICE Incl CIF + tax on CIF
Infant	Patron between twelve (12) and twenty-four (24) months	<input type="checkbox"/>	
Child	Patron twelve (12) years or younger	<input type="checkbox"/>	
Youth	Patron between thirteen (13) and seventeen (17) years	<input type="checkbox"/>	
Student	Patron with a valid Student Card	<input type="checkbox"/>	
Adult	Patron eighteen (18) years or older	<input type="checkbox"/>	
Senior	Patron sixty-five (65) years or older	<input type="checkbox"/>	
<a href="#">Access 2</a>	Free companion ticket for adult support person accompanying person with permanent disability (50% discount for <a href="#">registered charities</a> only)		
Promotion 1	Promotional discounted pricing; maximum two (2) per rental, promo code will be provided by Box Office	<input type="checkbox"/>	
Promotion 2	Promotional discounted pricing; maximum two (2) per rental, promo code will be provided by Box Office	<input type="checkbox"/>	
VIP	For VIP for General Admission, indicate maximum number of VIP tickets available: _____	<input type="checkbox"/>	
Group 10+	Ten (10) or more qualify for discount	<input type="checkbox"/>	
Group 20+	Twenty (20) or more qualify for discount	<input type="checkbox"/>	
Group 30+	Thirty (30) or more qualify for discount	<input type="checkbox"/>	

## AUDIENCE

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.

# BOX OFFICE FORM (STEP 2)

## TICKET HOLDS: COMPLIMENTARY TICKETS

Complimentary tickets are available for Public and Fundraiser events; they are not available for Private or Registration events. A \$0.10/ticket printing charge applies to all complimentary tickets.

The maximum number of complimentary tickets at each venue is:

- Rose Main 85
- Rose Studio 10
- LBP 38
- Cyril 18

The number of complimentary tickets requested here will be held until three (3) days before the event:

- Maximum number of complimentary ticket available at the venue
- Fewer than the maximum number of complimentary ticket available at the venue; Enter amount: \_\_\_\_\_
- No complimentary tickets

The [Complimentary Ticket Form](#) listing the names of all recipients must be submitted no later than three (3) days prior to the event, after which time they will be released for public sale.

For reserved seating, enter the seats to be held (ex: K211-K223, L251-L258):

Exceptions to the maximum number of complimentary tickets available may be considered by the Performing Arts Executive, on a case-by-case basis, for organizers who:

- Must accommodate a very large cast/crew/staff
- Have rented Performing Arts venues three (3) or more times
- Have made all previous payments on time
- Have an excellent track-record of adhering to all Performing Arts policies
- Do not have an outstanding balance or any claims against the City

## TICKET HOLDS: PHOTOGRAPHY & VIDEOGRAPHY

Ticket holds are for photography or videography in the theatre during the event. 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
- Photographers/Videographers at Cyril Clark can be accommodated at the back of the auditorium upon request

To request ticket holds, provide the following information

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

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

# BOX OFFICE FORM (STEP 2)

## TICKET SALES REPORT

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

- Daily
- Weekly; day of the week: \_\_\_\_\_
- Monthly (starting first day of public sales)

Provide the email address(es) to which reports should be sent:

## 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 or refunds 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/refund tickets at an additional charge?

- Yes
- No (if no, skip next question) – *may be suspended due to COVID-19*

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)
- Donate value of ticket to the City of Brampton’s Performing Arts Programs

## ON SALE DATE

Requested on-sale dates will be assigned on a first come first served basis, based on availability, from Tuesday to Friday (Saturday, Sunday and Monday are not available as on-sale days). Tickets are scheduled to go on sale at 12:00pm for all purchase methods, regardless of date. Assigned on-sale dates may occasionally be delayed due to technical issues impacting the City of Brampton ticketing system, and can therefore not be 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



# BOX OFFICE FORM (STEP 2)

## AUDIENCE WARNINGS

To ensure an enjoyable customer experience, the City of Brampton posts warnings on the website and outside the theatre for 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"/> Mature language           | <input type="checkbox"/> Strobe or flashing light          |
| <input type="checkbox"/> Nudity                    | <input type="checkbox"/> Abrupt or loud noise              |
| <input type="checkbox"/> Sexually explicit content | <input type="checkbox"/> Violence                          |
| <input type="checkbox"/> Smoking                   | <input type="checkbox"/> Self-harm                         |
| <input type="checkbox"/> Gunshots                  | <input type="checkbox"/> Distressing or disturbing content |
| <input type="checkbox"/> Smoke (fog machine)       | <input type="checkbox"/> Audience participation            |
| <input type="checkbox"/> Haze (water-based)        | <input type="checkbox"/> Standing audience only            |

Additional detail about content subject matter that may be considered disturbing to certain patrons can also be included on the website. *Check all that apply*

- |   |   |
|---|---|
| <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"/> Eating disorders, body hatred, or fat phobia | <input type="checkbox"/> Classism                     |
| <input type="checkbox"/> Kidnapping or abduction                      | <input type="checkbox"/> Transphobia or transmisogyny |
| <input type="checkbox"/> Death or dying                               | <input type="checkbox"/> Homophobia or heterosexism   |
| <input type="checkbox"/> Pregnancy/childbirth, miscarriages/abortion  | <input type="checkbox"/> Alcohol or drug abuse        |

# BOX OFFICE FORM (STEP 2)

## WEBSITE

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.

### EVENT PAGE

The following information must be *submitted with this form* for events to be listed on [The Performing Arts website](#).

Two (2) images with the following specifications (if images are not submitted, placeholder image will be used):

- Dimensions: 2000 pixels wide by 742 pixels high **and** 1500 pixels wide x 839 pixels high (or same ratio)
- Resolution: high resolution, minimum 72dpi
- Size: Less than 1MB (anything higher cannot be uploaded to website)
- Format: JPG and PNG only
- Minimal or no text; photo, design or logo
- Avoid white background

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

Accessible image description for screen readers (text alternative); 1,000 characters with spaces; include information such as skin tone, gender, hair color/style, clothing, and any other interesting features or expressions.

Event description (maximum of 300 words) which is a promotional summary, with link(s) to organizer or event website.

## BOX OFFICE FORM (STEP 2)

### 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

### 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 (if not a legal entity, individual assuming personal responsibility)

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