

## Virginia Beach Convention Center Box Office Policies for Public Events

As stated in the use permit agreement, the City/Virginia Beach Convention Center (VBCC) shall have control and direction of its ticket office, personnel and all ticket sale revenues until settlement. The following information will explain VBCC policies about box office use.

### General Box Office Policies

- **No tickets will be sold until the Virginia Beach Convention Center has a fully executed use permit agreement.**
- The VBCC has an exclusive vendor for advance ticket sales along with an automated ticketing system for day-of sales. The appropriate system will be used depending on the event's needs.
- The Virginia Beach Convention Center accepts Visa, MasterCard, Discover and American Express as forms of payment for all ticket sales, a 5% discount fee will apply to all credit card ticket sales and will be reflected on the Permittee's master bill. As a convenience to customers, cash only sales are not permitted.
- When the VBCC Box Office is opened for day-of-event ticket sales, the Permittee pays the current hourly rate for a Box Office Supervisor and one (1) or more Ticket Sellers in addition to any other box office fees.
- Permittee printing fees for using the KIS system for day of ticket sales are \$0.03 per printed ticket and will be reflected on the Permittee's masterbill.
- A ten (10) percent city admission tax is collected by the Virginia Beach Convention Center for each ticket sold to a public event. When this tax is included in the sale price, it is calculated as follows: Selling price divided by 1.1, multiplied by 10%. An example of this calculation is: \$12 ticket price divided by 1.1=\$10.91 X 10% (Tax Rate) = \$1.09 (amount of tax). For more information contact the Commissioner of Revenue at 757-385-4251 or the VBCC Business Office at 757-385-2189.
- A Box Office Statement will be generated by the Virginia Beach Convention Center's accounting department and submitted to the Permittee at settlement.

### Advance Ticket Sales

- The VBCC Box Office has an exclusive contract with Etix for advance ticket sales. The Etix system will be used for all advance ticket sales unless prior approval is given from the Convention Center Manager.
- Permittee printing fees for using the Etix system are \$0.25 per ticket issued or sold via the system and will be reflected on the Permittee's masterbill.
- The Etix customer pays a per ticket service charge when purchased via the charge-by-phone number, Internet or at a retail outlet.
  - Service Fee Table for internet orders:

**FEE TABLE: Effective January 1, 2016**

TICKET PRICE RANGE	Service FEE
\$0 - \$9.99	\$2.00
\$10.00 - \$14.99	\$2.50
\$15.00 - \$29.99	\$3.00
\$30.00 - \$59.99	\$3.50
\$60.00 - ABOVE	\$4.50

- Phone orders have the above service fee per ticket along with a \$4.50 per order fee.
- Mailing fees apply for patrons who wish to have the tickets mailed to them instead picking them up at will-call; fees begin at \$4.50 per order.



- Permittee will be charged, at the time of request, the value of any tickets pulled off the manifest for resale.
- The Permittee must return any consigned tickets not sold to the VBCC Box Office the business day prior to the performance date. Any tickets not returned will be considered sold at full price and will be taxed accordingly.
- Advance ticket sales require a seven (7) business day minimum notice to allow for setup and build time.

**Wristband Sales Policy** (Wristband sales require a more complex set of auditing requirements)

- No wristbands, including any permittee advance sales, can be sold prior to contract execution and box office audit.
- Permittee may purchase wristbands from the VBCC or provide their own. If wristbands are not purchased from VBCC, they must be shipped directly from the printer to VBCC and be accompanied by a certified manifest from the printing company. Certified manifests are required to be kept with all event reconciliation paperwork.
- Wristbands must be received by the Convention Center ten (10) business days prior to the event load-in.
- If wristbands are used, the following must be provided to VBCC:
  - Color & Quantity of each color (Each price point must have its own unique color)
  - Description (daily, multi-day, etc. and price points for each)
  - Total dollar value of manifest
  - Number series (each wristband must be printed with a unique sequential number)
  - Full sheets only, no loose bands will be accepted.
  - Copies of any coupons, discount ads, etc. prior to the event.
- Pre-event and post-event audits are required.
  - Permittee will be charged \$25 per staff hour for these audits.
- Permittee will pay the current hourly rate for Box Office Supervisors and Ticket Sellers in addition to any other box office fees.
  - Fees are based on and not limited to the following: Expected Attendance and Frequency of count
  - Two box office supervisors may be required for each day of sales.
  - Any exception to these requirements is subject to written approval from the VBCC General Manager.

Permittee's Signature	Date	Event ID #	Event Name
Please return signed policy statement to: Virginia Beach Convention Center 1000 19 <sup>th</sup> Street Virginia Beach VA 23451-5674			