



Box Office Fee Schedule

Effective July 1, 2019

Box Office

A completely equipped 13-window, modern box office facility is available at the Anaheim Convention Center Arena. It is operated and staffed by the City of Anaheim with a bonded, experienced, knowledgeable Box Office Manager and capable professional assistants. In addition, there are two 8-window remote box offices located between Halls A-B and C-D as well as a 3-window box office at Hall E.

The Box Office Manager will obtain, at your option and expense, qualified sellers, telephone-order clerks, mail-order clerks, etc., at labor rates on the currently effective list. (Obtain from your Event Manager)

As per your contractual agreement, the Anaheim Convention Center box office personnel will deposit funds. Settlement will be made in full by City of Anaheim bank draft, as specified by your contract, and in accordance with settlement procedures that are listed in the Policies, Rules and Regulations for use of the Anaheim Convention Center.

It is not possible to bring your own manager into the box office to operate the same, but you may appoint a liaison to work with the facility's Box Office Manager, if you desire. Books for your event are open to you or your appointed representative during box office hours, or during your event hours. Listed below are charges that will be made to your account for services provided by our box office.

Ticketmaster

Ticketmaster usually charges a percentage of the gross value of tickets sold by Ticketmaster. Tenant may negotiate with Ticketmaster directly, and rates may vary. Ticketmaster customers also pay a service charge to the agency for each ticket purchased.

Ticket Printing

The actual cost of tickets ordered on your behalf from a bonded ticket printer. City regulations require a bonded printer, specializing in tickets. You may order your own tickets from such a printer after the Convention Center Box Office Manager has approved the proof, for delivery to the Convention Center Box Office Manager. Full manifest of all tickets must be delivered to, and controlled by, the Box Office Manager.

The box office is also equipped with an in-house computerized General Admission ticket system at a negotiable per ticket charge.

Wristbands may be ordered at actual cost on your behalf.

Advance Sale Charges

Single Performance Events

The rate for single performance events is \$250 for each "sale day." Advance sale ends two hours prior to performance time. In addition, you may choose from the following options:

- \$2,500 for a 30-day advance sale, plus \$250 for "on sale date" and labor costs for "on sale date." \$75 per day charge over 30 days. This charge includes processing all mail orders at no extra charge (except for postage expended on Tenant's behalf).
- For 10 days or less "sale days", plus one (1) set-up day, charge of \$250 per "sale day" plus a mail order charge of \$2 for each order processed up to a maximum of \$500 for mail orders, in addition to the "sale days" and "set-up day" charges.
- Advance sale charges for single performance events include the following categories of box office personnel, in quantities as necessary, except where noted above, during box office hours, except "on sale date": Advance Seller, Money Counter

Multiple Performance Events

Multiple performance events include the following categories of box office personnel, in quantities necessary during box office hours: Advance Seller and Money Counter; and includes processing of all mail orders at no extra charge (except for postage expended on Tenant's behalf).

KIS Ticket Sales Charges

For "flat show" events utilizing the Anaheim Convention Center's KIS computerized ticket system, the charges for services rendered, in addition to the labor costs for sellers will be as follows: \$25 set-up fee plus \$0.07 per ticket printed charge and \$250 per event day for all events.

Services will include, but will not be limited to: assignment of ticket sellers, money counting and wrapping, banking and armored transit, change funds, stationery and office supplies, box office telephone services, use of outdoor portable ticket booths if necessary, etc.

Box Office Fee Schedule

Effective July 1, 2019

<p align="center">Credit Cards / Personal Checks- Non-Ticketmaster Events</p>	<p align="center">Box Office Rates</p>
<p align="center">MasterCard / Visa</p>	<p align="center">Arena Events & Flat Shows (no advance sales)</p>
<p>Three and one-half percent (3.5%) of gross sales</p>	<ul style="list-style-type: none"> • \$250 per day • Labor cost at \$25.00 per hour, 4 hour minimum • Money Room Attendant at \$33.00 per hour, 5 hour minimum
<p align="center">American Express</p>	<p align="center">Arena Events & Flat Shows (with advance sales)</p>
<p>Four and two-tenths percent (4.2%) of gross sales</p>	<ul style="list-style-type: none"> • \$2,500 for a 30 day advance sale (18 days box office is open, exclusive of on sale date and first day of event) • \$1,500 Box Office Management Per Event - Applicable when an online mobile ticketing company or similar presale system is utilized by the client needing an administrator to be assigned in the Box Office to handle ticket inventory control, reporting & daily Box Office activities both for advance and onsite sales. • \$750 for each additional performance • \$75 per day over 30 days • Labor for on sale date if box office is not already open • \$250 per day for day of events, plus labor • Mail order process fee: 30 day advance events, no charge except for postage; 10 days or less "sale days", \$2 per order with a maximum of \$500 plus postage • Ticketmaster charges (if applicable) • Credit card charges (3.5% of gross Convention Center sales for Visa/MasterCard and 4.2% for American Express) • Wristbands or Special Event Tickets (straight reimbursable). Charge of \$0.07 per wristband if utilize in-house stock. • KIS Computerized Ticket System (if applicable) - \$0.07 per ticket plus \$25 set up fee
<p align="center">Telephone Credit Card Reservations</p>	<p align="center">Miscellaneous Box Office Charges</p>
<p>The box office is experienced and capable of taking telephone credit card reservations. However, if you desire to utilize this sales method, be aware of the following:</p> <ul style="list-style-type: none"> • Arrangements must be made with the Box Office Manager prior to any public announcements regarding the availability of this service. • You will be charged for: Telephone-Order Clerks in quantities sufficient to adequately provide this service; three and one-half percent (3.5%) of gross sales generated by the telephone credit card reservations; 4.2% if American Express is taken, and charges for the installation of additional telephones required as a result of offering this service. • Any revenue derived as a result of a service or handling charge added to the ticket price for this service (or from your mail orders) will be retained by the City as miscellaneous income. 	<ul style="list-style-type: none"> • Paid Coat Check - \$25 set-up fee plus labor at \$23.00 per hour, 4 hour minimum • Complimentary Coat Check - \$25 set-up fee plus labor at \$21.00 per hour, 4 hour minimum • A facility fee of up to \$4 per ticket may be added to the cost of each ticket sold to be paid by the consumer
<p align="center">Personal Checks</p>	
<p>If you desire to accept personal checks, it is the policy of the box office to accept checks only with proper identification, for a maximum of four times the highest advance sale tickets only, unless otherwise directed by the Tenant. All checks accepted are at the Tenant's risk. All returned checks will be charged to your account and given to you for collections. The box office does not accept checks on the day of the performance.</p>	
<p align="center">Promotions</p>	
<p align="center">Group Sales</p>	
<p>The box office, at your expense, will plan and handle a group sales program.</p>	
<p align="center">On Site Promotions</p>	
<p>Information on your event will be displayed on a two-sided readerboard facing Katella Avenue and will be on our website, www.anaheimconventioncenter.com.</p>	
<p align="center">Comp Tickets & Settlements</p>	
<p>Please refer to your contract and the Policies, Rules and Regulations for use of the Anaheim Convention Center.</p>	