



BOX OFFICE SCHEDULE

BOX OFFICE - SERVICES

Please contact your Box Office Management team to discuss overall ticketing and admission needs for the event *in advance* of going “on-sale” for your event.

Staffing, equipment, and cash handling arrangements for any onsite or advance ticket sales will be the responsibility of the promoter or show organizer.

All cash orders, vault/money storage, money pick-up, and money deposits are managed by show organizer/promoter.

The Anaheim Convention Center Box office locations are as follows:

Arena Box office: features a 13-window, main box office facility that may be utilized by events located on the North side of the facility campus.

Halls A-B and C-D: each office features an 8-window remote box office located in the Lobby areas between with both interior & exterior window sales capability.

West side of Hall E (near Parking structure CP4): features a 3-window box office located with interior window sales capability only.

Contact your Box Office Management team at (714) 765-8969 for a cost estimate and to answer any questions.

ADVANCE SALES/OFF-SITE SALES

Please contact your Event Manager and/or Box Office Manager to review needs.

The Show Organizer or Promoter is responsible for all on-site ticket/admissions sales staffing.

For early/late access to the Arena Box Office location, additional staffing may be necessary.

The Show Organizer or Promoter is required to provide the Event Manager and Box Office Manager with consistent updates for all advance and/or off-site ticket sales. This is for the purpose of reconciling and maintaining Fire Department set capacity restrictions.

BOX OFFICE - RATES

- \$250 per day for Remote/Portable Box Offices (AB, CD, E, & exterior portables)
- \$400 per day for the Arena Main Box Office
- Box Office Specialist Labor cost at \$41.50 per hour, 4 hour minimum.

NON-FOOD CONCESSIONS (MERCHANDISE)

Non-food concession items that are being sold onsite for purchase by the Show Organizer (or designated vendor) are subject to a Merchandise fee.

Non-food concession items could include, but are not limited to novelties, souvenirs, tapes/records, books, DVD/Blu-ray/Recordings, clothing, programs, and/or any other item that showcase specific dates, times, and/or locations.

Contact your Box Office Manager and/or check your contract to review terms.

CREDIT CARDS

The Show Organizer or Promoter is required to provide any credit card machines or credit card swipe attachments needed for POS devices for the purpose of ticket or admission sales for the event.

*When providing credit card devices, a secure internet or cellular connection within the box office operation location should be setup to avoid delays in credit card processing.

The Anaheim Convention Center accepts credit cards, debit cards, Apple Pay, and Google Pay at our location. Cash is not an accepted form of payment.

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COAT CHECK OPERATIONS

Your Event Manager will assist with recommended location options for coat check operations.

Complimentary Coat Check (no cost to attendees) - Anaheim Convention Center crowd control personnel are available for staffing. Please contact your Event Manager for estimate assistance.

Fee based Coat Check: (cost to attendee) - Show Organizer is responsible for staffing and cash/credit handling.

Please provide your armored transport schedule to either your Event Manager.

The Anaheim Convention Center accepts credit cards, debit cards, Apple Pay, and Google Pay at our location. Cash is not an accepted form of payment.

INTERNET/DATA/CELLUAR

Your Event Manager and/or our Telecommunications team can review dedicated internet, cable, or data needs (including POS devices, scanners, credit card machines, etc.)

TICKET REFUNDS

Show Organizer, Promoter, and/or your designated ticketing provider will be responsible for all Event Ticket refunds and any related costs.

CONTRACT OBLIGATIONS

Please refer to your contract and the *Policies, Rules and Regulations* regarding required complimentary tickets to be provided.

Following the close of the event, an official sales report showing total gross sales for all outlets (online, advance, onsite, off-site, outlet locations, etc.) is required to be provided to the Box Office Manager for the purpose of financial reconciliation, per the Tenant Contract.

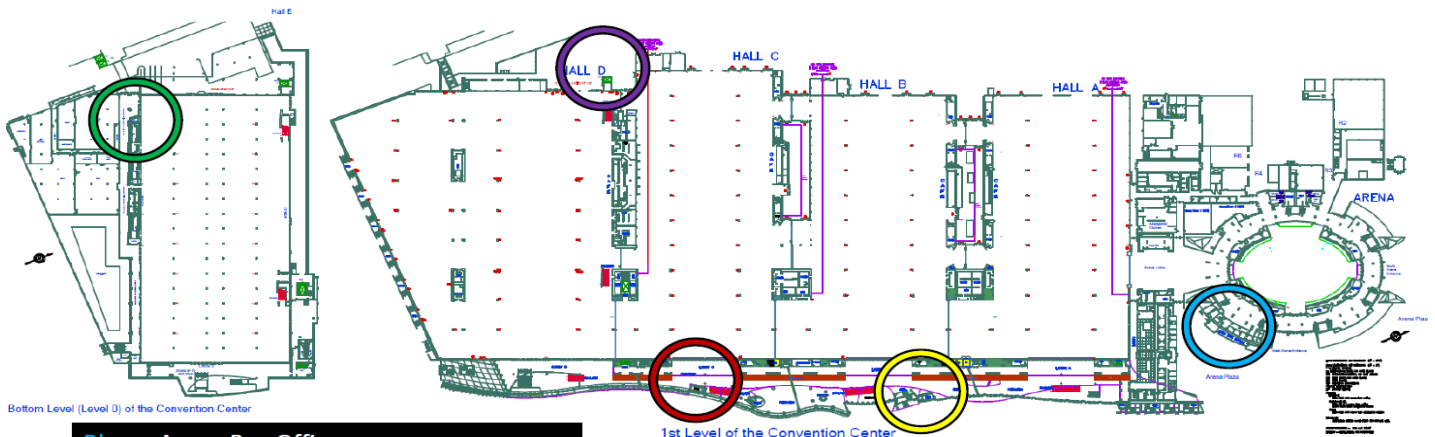
FLOORPLAN/SEATING MANIFEST

Contact your Event Manager or the Box Office Manager for the most current Loge, Terrace, and Riser seating options for the Arena space.

The Show Organizer or Promoter is required to provide a diagram with detailed information (including distances and measurements) to the City of Anaheim Fire & Rescue for the purpose of floor plan approval and for the setting of overall capacity (including allowable tickets sold) within contracted space PRIOR to going on-sale for an event. You may contact Anaheim Fire & Rescue at (714) 765-4040.

ONSITE PROMOTION

Information on your event may be displayed rotationally on a two-sided electronic marquee sign, located on Katella Avenue as well as being listed on the events page on our website.



Blue - Arena Box Office
 Yellow - AB Box Office
 Red - CD Box Office
 Green - E Box Office
 Purple - Portable Box Offices (2 - can move)