

Helena Civic Center Ticket System Agreement

Use of Civic Center Ticketing System: User requests the service of the Helena Civic Center Ticketing System for the following scheduled event: _____

1. Services Provided: City will provide all materials, equipment and staff to sell, print and deliver tickets.
2. Box Office: Regular Box Office hours are Monday-Friday 10:00 AM – 4:00 PM, closed 1-2, closed major holidays. The Box Office is closed during the off season from the close of the last show until after the Labor Day holiday. The Box Office will open 1.5 hours before the start of an event and will remain open as long as sales merit. Online purchases are available at all hours at www.helenaciviccenter.com. The Helena Civic Center reserves the right to control box office sales and to determine, in conjunction with the Promoter, the number of tickets issued.
3. Fees: User agrees to pay applicable fees for ticketing services consistent with the Ticketing Fee Schedule adopted by the Helena City Commission. Ticketing services are charged separately from facility rental.
4. Promoter Reconciliation/Payment: Reconciliation will be provided for review the night of show or at a predetermined scheduled meeting after the close of the show. Payment will be made to the promoter by City of Helena check. Out of town promoters may request to receive payments by bank wire. The initial payment will be made the first business day after the final performance for the total due agreed upon at settlement minus 10% (or a minimum of five hundred dollars). The final payment will be held for 10 business days and will include the remaining balance less any returned checks and other expenses.
5. Show Cancellation: Promoter is liable for all incurred ticketing sales fees, including ticket surcharge, percentage of gross ticket sales and credit card fees. Refunds will be issued at Civic Center Box Office. Any monies collected from ticket sales and not redeemed within a 30-day period will become the property of the Helena Civic Center.
6. Promoter Ticket Sales: The Helena Civic Center does not provide support for Promoter ticket sales. The Promoter agrees to take all responsibility for Promoter ticket sales and provide Helena Civic Center management with documented ticket sales and supporting financial data. Promoter tickets not returned will be assessed as sold tickets in calculating Theater rent. Adequate notice is required for Promoter tickets to be printed. Unsold tickets must be returned to the Civic Center Box Office no less than one working day prior to the event.
7. Tickets: Promoter agrees to complete and return the Helena Civic Center Ticket System Data Sheet. All material requested on the form is required a minimum of one (1) week in advance of the on-sale date.

I have read and understand the above. I agree to provide the required information to the Helena Civic Center and understand that tickets will not go on sale until an executed contract, ticket system data sheet and this signed ticket system agreement are received by the Helena Civic Center. Failure to provide this information will result in a delay in ticket sales for my show. My signature guarantees my agreement to and understanding of terms as stated above.

Signature of promoter: _____ ***Date*** _____