

Ticketing Fee Schedule for Partner/Rental Events

For Events with paid admission, ECA offers convenient and cost-effective ticketing services that allows for patrons to purchase tickets in person, by telephone and online via the ECA website.

Standard Ticket Fee Schedule:

Client Charges: *Paid by the Licensee for ECA ticketing services*

A. Ticket Set-up	per performance	\$50.00
B. Ticket Advance: service charge for the printing of tickets sold by others or distributed as complimentary		
1. Up to 150	per ticket	\$0.50
2. 151 and greater*	per ticket	\$3.00
<i>(*with permission from Rental Mgr. & Non Refundable)</i>		
C. Licensee Service Charge:	per ticket sold by ECA	\$1.00
D. Credit Card Processing	4% of gross sales from credit card transactions	

Patron Service Fees: *Paid by the ticket buyer, in addition to the advertised ticket price*

A. Patron Service Charge, on all sales	per ticket	\$4.00
B. Historic Facility Preservation Fee, on all sales	per ticket	\$2.00
C. Patron Mailed Ticket Fee	per order	\$2.50
<i>(Print at Home or Will Call still free)</i>		

Graduated Ticket Fee Schedule for Low Cost Events:

<u>Ticket Fees Based on Ticket Price*</u>			Patron (A)	Historic (B)
A. Tier 1	≤ \$5	per ticket	\$1.00	\$0.00
B. Tier 2	\$6 - \$9	per ticket	\$1.00	\$1.00
C. Tier 3	\$10 - \$19	per ticket	\$1.00	\$2.00
D. Tier 4	\$20 - \$29	per ticket	\$2.00	\$2.00
E. Tier 5	\$30 and up	per ticket	\$4.00	\$2.00

**Tier based on top ticket price*

*For clients not wishing to utilize our ticketing system, a self-ticketing surcharge of **\$900.00** per performance, plus a **\$900.00** historic building preservation fee will be charged and due at the time of deposit. Self-ticketing would require approval of both the Rental Manager and the Director of Operations*



Ticketing Policies

ECA BOX OFFICE TICKETING

1. Per Ticketing Addendum, you may order up to 150 advance tickets for \$0.50 each at time of contracting. More than 150 are \$3.00 each and require permission of Rental Manager.
2. Advance tickets must be paid for at time of pick-up.
3. No refunds for advance tickets.
4. You may return any unused advance tickets up to 72 hours prior to the event to be put back into our box office sales.
5. There can be no separate will-call or sales in the lobby. All will-call should be given to our box office to be handed out.
6. We cannot accept donated tickets through our box office for resale. We can give them to your representative if you like.
7. Our box office is open noon-5:30 M-F.
 - If your show is on a weekday, the box office will remain open for your show.
 - If your show is on a weekend, the box office will open 2 hours before curtain unless otherwise arranged.
8. Box office will remain open until after intermission, or 30 minutes after show starts, if no intermission.
9. 72 hours after your event, you will receive three ticketing reports:

Gross Sales:	Basic details of every transaction, in order received
Summary Statistics	Breaks down sales by ticket type, payment method and demographics.
Patron report.	Gives you an excel sheet with all patron information.
10. A detailed final invoice will cover all costs for occupancy, crew, equipment, ticketing and misc. items, as well as ticket sales.
11. Tickets sales, minus invoiced costs, will be paid by check to the entity contracted within 3 weeks of the event, most times.

SELF-TICKETING

1. The fees for self-ticketing will be due with the deposit.
2. You must have your on-line seating chart approved by the rental manager prior to going on sale. This is to prevent errors.
3. We require 8 house seats sent to us 3 weeks prior to the performance for ECA use, per the ticketing addendum.
4. We will provide a table and chairs for your box office in the lobby. Use of ECA box office is not allowed.
5. Our ushers can check for date and help with seating, but will not scan or tear tickets.
6. You must have a ticket representative in the lobby to resolve any issues until 15 minutes after the show starts.
7. Please note:
 - ECA has two separate doors from the outside into the lobby.
 - There are 4 primary doors into the auditorium: 2 on the main floor and 2 on the balcony level.
 - There is also an alternate wheelchair accessible door on each floor.