



BOX OFFICE POLICIES & PROCEDURES 2019

MAIN BOX OFFICE LOCATION AND HOURS

*Note: The following information is subject to change.

We set up a main Box Office for the duration of the Festival where patrons can purchase and pick up tickets for any show and pick up passes.

- The Box Office opens September 3, and is open every day of the Festival: Weekdays 4:00pm-9:00pm, and Weekends 12:00pm-9:00pm.
- The Box Office will be located at 1398 Cartwright St.
- The Box Office staff can not give reports on show sales, book comp tickets, or offer any other show related information. No Artist should ever need to go into the Box Office unless they'd like to buy a ticket or membership!

TICKET REVENUE

The Fringe Membership is \$7. The regular ticket price is \$15, including our service fee of \$3.

All regular advance and at door tickets will be \$15, including a \$3 ticketing fee. This means that artists receive \$12 from each ticket sold.

- **Artists receive \$6 from each ticket sold to a ½ price show of their selection.**
- **Artists will receive \$10 from every ticket sold through the Frequent Fringer 4 Passes, and \$9 from every ticket sold through the Frequent Fringer 10 or 30 Passes.**
- **The Festival also offers complimentary tickets to Fringe Staff, Media, important Theatre Community representatives, Sponsors and Donors, and Volunteers and Artists with a Rush Pass. A maximum of 15% of tickets can be booked by the Fringe as comps in advance. There is no limit to Artist Comp bookings.**
- Tickets are available online or in person at the Box Office or Venue. ***NOTE: NO PHONE SALES**
- The Main Box Office accepts Cash, Visa and Mastercard ***NOTE: NO DEBIT SALES.**
- All door sales are **CASH ONLY.**
- Advance tickets will be available online at www.tickets.vancouverfringe.com and at the Box Office up to 45 minutes prior to show time. Tickets must be printed at home, shown on a smart phone, or picked up from the main Box Office beforehand. **There are NO will call tickets.**
- After the 45 minute mark, tickets can only be purchased at the door and cash only.
- Tickets go on sale on **August 7.**

BOX OFFICE RULES

- No refunds/no exchanges/no exceptions
- Sold Out means Sold Out. No seats will be added to any venue to increase house capacity under any circumstances due to Fire Regulations and Insurance reasons.
- There is no way around the \$3 ticketing fee. Tickets are \$15 at every ticket outlet, unless purchased with a Frequent Fringe pass.
- "Secret Passwords" for free entry are not permitted for any show in the Vancouver Fringe.
- No Company may create their own discount coupons/vouchers/ flyers.
- Up to 100% of all available tickets can be sold in advance through the Fringe Box Office.



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- A maximum of 15% of tickets can be booked by the Fringe as comps in advance. There is no limit to Artist Comp bookings.
- One ticket will be reserved for a Golden Ass Pass holder until 45 minutes before each show. Golden Ass Passes are given to a few select individuals who are high level media or award jurors. After the 45 minute cut off, the ticket will be released for regular sale.
- One seat is always reserved for the volunteer usher. The usher seat will never be sold, under any circumstances.
- New this year, we will keep sales open for 5 minutes past show time before reconciling for anyone wishing to buy tickets and memberships within that window. Each venue will have reserved seating for latecomers to minimize disruptions during the show. Anyone arriving more than 5 minutes past show time without a ticket or membership will not be admitted.

SHOW CANCELLATIONS

- If you need to cancel a show at the last minute, please inform your Venue Captain/ Front of House Manager ASAP.
- Contact Artist Services at artist@vancouverfringe.com for cancellations ahead of time.
- Patrons who have purchased tickets to a cancelled show will be refunded.