



BOX OFFICE POLICIES & PROCEDURES 2020

BOX OFFICE LOCATION

To minimize physical contact, the Festival will not have an in-person Main Box Office this year. Patrons are encouraged to purchase tickets in advance and online at: <https://tickets.vancouverfringe.com/>. Tickets do NOT need to be printed. Guests will be asked to check in at the venue to be admitted.

Tickets will also be available for purchase at the venue 45 minutes prior to show time. Contactless payment is encouraged for all door sales (credit & debit tap payments).

***Please Note: NO PHONE SALES. There will be an info line where patrons can leave a voicemail for help if they are experiencing a barrier to accessing tickets online. The fastest way to get assistance is always to email boxoffice@vancouverfringe.com**

TICKET REVENUE

Regular ticket price is \$15 plus a Fringe Membership of \$7 or \$15.

*New this year, we are introducing Premium Memberships for \$15 per patron, in addition to our \$7 General Membership. Purchasing a Premium Membership is a great way to show a little extra support for the Fringe during these uncertain times. As a perk, our Premium members will have access to Premium table seating at applicable venues, based on availability. (For September this perk is available at Performance Works events.)

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.

- The Festival also offers complimentary tickets to Fringe Staff and Media. A maximum of 15% of tickets can be booked by the Fringe as comps in advance.
- There is no limit to Artist Comp bookings using the Artist Comp Promo code but guests must also have a Membership to access these tickets. Artists are not permitted to book tickets for other guests using their own free Membership.

BOX OFFICE RULES

- Sold Out means Sold Out. No seats will be added to any venue to increase house capacity under any circumstances due to Health & Safety, Fire Regulations, and Insurance reasons.
- There is no way around the \$3 ticketing fee. Tickets are \$15 at every ticket outlet.
- "Secret Passwords" for free entry are not permitted for any shows in the Festival
- 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 website



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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.
- We will keep sales open for ~30 minutes past show time before reconciling for anyone wishing to buy tickets and memberships within that window. Each seated venue will have reserved seating for latecomers to minimize disruptions during the show.

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.