



## BOX OFFICE POLICIES & PROCEDURES 2021

### 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 beginning 45 minutes prior to show time. Contactless payment is encouraged for all door sales (credit & debit tap payments).

**\*Please Note: Limited hours for phone sales will be offered for patrons experiencing a barrier to accessing tickets online. The fastest way to get assistance is always to email [boxoffice@vancouverfringe.com](mailto:boxoffice@vancouverfringe.com).**

### TICKET REVENUE (IN-PERSON & DIGITAL)

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

**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.
- For digital shows, there are no capacity limit.
- 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.
- 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 ~15 minutes past show time before reconciling for anyone wishing to buy tickets and memberships within that window. This includes Digital – Live-Stream shows.



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- Each seated venue will have reserved seating for latecomers to minimize disruptions during the show.
- Tickets for Pre-Recorded shows can be purchased at any time and performances can be viewed at any time.

### 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](mailto:artist@vancouverfringe.com) for cancellations ahead of time.
- Patrons who have purchased tickets to a cancelled show will be refunded.