



## Box Office Consignment Ticketing Agreement

**Consignment** is the sale of tickets by a representative(s) of Partner's event (**Consignee**). Consignee is solely responsible for the sale and distribution of consignment tickets, as well as for any monies collected. The Box Office will not collect payments on behalf of Consignee. Lost or stolen tickets will be considered sold and will not be replaced or returned.

- **Sales Method:** All consignment tickets will be sold online using the Ford's ticketing system. Consignees will be provided log-in credentials in order to sell tickets in TICKETSage. Training will be provided.
- **Hard tickets:** As a rule, hard tickets will no longer be issued for consignment. In the event Consignee requires hard stock tickets for a particular event or purpose, (s)he should discuss this with the box office.
- **Patron Fees:** All consignment tickets include a \$4.00 Facility/Programming fee embedded in the full price. Patrons pay the same full price on tickets sold via consignment as they would at the box office. However, convenience fees (\$4-per-ticket) do not apply on consignment sales.
- **Consignee Fees & Settlement:** There is no upfront charge to Consignee for this service. Printing fees are no longer assessed by the Ford as most tickets will fall in the Print at Home category. The value of any consignment tickets sold by Consignee—including the Facility/Programming fee—will be deducted from the settlement, as this revenue will have already been received. Licensing fee will also be charged in the settlement, which will be calculated on the base value of any tickets (not including Facility/Programming fee).
- **Pricing:** Consignment tickets must be sold at the full list price, unless a discount code is used as a promotional tool. Consignee may select different ticket types (e.g. regular, child) and add discount codes directly in the shopping cart when placing the order. It is never permissible to charge more for a ticket than the list price. Consignee should never issue consignment tickets as comps, as the licensing fee will be charged on the base price of these tickets.
- **Holds:** Consignee may hold specific seats for consignment sales, not to exceed 150 at any given time or account for more than 50% of any price tier. Producer may sell said holds or any available seat. Unless written permission is given in advance, all unsold consignment holds will be released two weeks (14 days) before show time, at which point open seats may still be sold on consignment.
- **Payment method:** Consignment tickets may be sold via cash or check upfront, or via credit card (to be calculated into your settlement). By selecting the Consignment payment method in TICKETSage, Consignee acknowledges cash or check payment has been received for the value of the order. If consignee wishes to sell via credit card, payment must be processed via TICKETSage Credit Card payment method which will transfer to County merchant bank. Consignee may not process credit card sales via any other platform—e.g. another ticketing system, PayPal, Square, etc. and may not list or sell tickets on any other website, unless linking to Ford ticketing page. In the case of an event cancellation, patrons seeking refunds or exchanges for consignment tickets will be directed to the event producer.
- **Delivery Method & Receipt:** Print at Home ticket method—a PDF ticket with a barcode—will be the default delivery method for all consignment tickets. Tickets will be attached to email confirmation/receipt, but will also pop up on screen at the time of order. When consignment order is placed, Consignee may either choose to print the ticket for the patron, or confirm that the ticket has been emailed to the email address provided.

I, \_\_\_\_\_, producer or representative of \_\_\_\_\_ agree to abide by all the terms in this document. I acknowledge that I have attended a consignment ticketing training session, and that once I return this document, my event contract has been signed and tickets are on sale, I will be provided my consignment log-in and may begin selling.

X \_\_\_\_\_

Date: \_\_\_\_\_