

Music Promoter Information

Box Office Service Standards

The box office team strive to offer you an efficient and professional service at all times, here's how to assist us:

- Designate one representative or a single point of contact for all box office contact and ticket requests in the run up to the event.
- All ticketing requests to be emailed to bom@barbican.org.uk. The manager of the box office contact number is 0207 382 7024. Call us if you need guidance from the box office, box office information or to follow up on an urgent ticketing request. Unless your query relates to that evenings concert or is urgent we request that you call outside the hours of 4-6pm.
- To receive a daily or weekly sales movement report on your event please email bom@barbican.org.uk with your request, who you would like the report to go, when you would like reports to start and the frequency.

Note

- 1) Sales reports will *not* include final figures until the event has been matured with finance after the event, please see attached document.
 - 2) All sales figures will include any ticket sales that have been sold via a ticket agent you have agreed an allocation with.
- The barbican offers a comprehensive ticket service. However, should you wish to use ticket agencies, we will expect them to comply with our conditions (see attached document).
 - A guest list can either be *managed by barbican staff* from the barbican box office on level minus one **or** from a separate desk adjacent to the box office which will be *staffed by you*. Please contact a ticket sales manger one week prior to the event to discuss the options. The size and complexity of the list will determined the most appropriate option.
 - All guest lists should reach us no later than 24 hours before the start of the event. We are happy to make any last minute changes up to 4pm on the day. All changes after this time will be made with the ticket sales manager at the level minus one ticket desk on the night.
 - We would like to meet the designated representative or the promoter available on the night. (Preferably the same contact as above) to ensure the evening runs smoothly for you and to get clarification of complementary ticket requests on the night. The production manager or stage manager can point you in the right direction on the night.

- The ticket sales manager managing this desk will be available to introduce themselves 60 mins before the event starts. The box office will be situated on minus level one and will open 90 minutes before a concert.
- Refunds - Tickets will not be refunded unless a performance is cancelled or abandoned when less than half the performance has taken place.
- To inform box office of a cancellation of an event it should in the first instance come through your music contact. Once the box office cancellation procedure has been instigated we will endeavor to contact all customers either by email, phone or sms. To receive a full refund customers' will be asked to return their tickets to our freepost address for auditing purposes.
- For further information on our policy on refunds & exchanges please refer to our Conditions of Sale document attached.
<https://www.barbican.org.uk/eticketing/conditions-of-sale>



Agency Allocation Conditions

1. Any tickets allocated at the producer or promoter's request to a third party for resale is subject to the approval of the The Barbican Customer Experience Management. The value of any such tickets will be deducted from the gross box office receipts and will be shown on the final statement. It is the responsibility of the promoter or producer to recoup any monies from said parties.
2. A proof of the event ticket should be scanned and sent electronically for approval to bom@barbican.org.uk no less than 5 working days in advance of the onsale date.
3. All tickets issued by the agent will clearly state the public trading name through which the ticket has been purchased and a customer service contact telephone number for after sales contact.
4. Only tickets allocated to the agency via the Barbican agency allocation report will be sold by the agency,
5. The Barbican will determine the number and location of tickets issued for sale by the agency. The Barbican reserves the right to exclude specific performances from any allocation.
6. The face value of any ticket as defined by The Barbican must be declared at point of sales and be clearly printed on the ticket issued by the agency,
7. The Barbican may request that any tickets issued by the agency are exchanged or validated at the The Barbican venue box office.
8. The agency will provide a weekly sales report to the Barbican detailing total number and value of tickets sold by performance and summarised by event.
9. The agency will provide a weekly markoff report to the Barbican for each performance allocated detailing seat numbers sold, the value of unit sale and relevant discount code applied (if any).
10. The agency will provide a final markback report to the Barbican no later than 72 hours before the performance start time.
 - This report will detail:
 - total number of tickets sold for performance
 - total value of tickets sold for the performance.
 - listing of seat numbers sold
 - value of each unit sale and relevant discount code applied (if any).
 - listing of seat numbers unsold.



- total number of seats marked back unsold.
 - customer listing detailing name and address of customer and seats allocated
11. The Barbican may recall part or all of any allocation at any time should The Barbican require inventory to sell via their own channels.
 12. The agent may request additional allocation from the Barbican should there be sufficient demand for sales via the agency. Such additional allocations will be at the sole discretion of the Barbican.
 13. All tickets confirmed as sold by the agent will be charged to the promoter or producers' agency account with the Barbican on a weekly basis on receipt of weekly markoff report.
 14. Any discounts or offers on tickets sold by the agency must have prior approval of the Barbican marketing and customer experience management,
 15. The agency will provide a contact telephone number for trade contact and support, This contact point must be available at performance times.
 16. If an event or performance is cancelled the agency will contact all ticket holders who have purchased via any of their sales channels to notify customer of cancelled event. Contact will be via email or telephone as agreed with the Barbican.
 17. If an event or performance is cancelled the agency will refund the full value of any ticket purchased via any of their sales channels including any transaction or booking fees to the original customer and payment method.
 18. Any tickets sold by the agency will be delivered to the customer by agreed despatch methods including standard mail.
 19. Only tickets sold within 5 working days of the performance shall be defined as COBO (held for collection at venue)
 20. Any tickets held COBO will be delivered to the The Barbican box office no later than 24 hours before the performance.

Ticket Agent:.....

Signed:.....

Date:.....