



## **MOUNTAIN VIEW CENTER FOR THE PERFORMING ARTS**

### **TICKET SERVICES**

The Mountain View Center for the Performing Arts (MVCPA or Center) Ticket Office is pleased to assist with all your ticketing needs, and we are committed to helping you achieve a successful event. The following is an outline of the ticket services available to our licensees.

#### **TICKET SERVICES PROVIDED WITH YOUR BOOKING**

- Basic setup of your ticketed performances in our ticketing system, ShoWare, including one price scheme and one seating arrangement.
- Sales to the public through our Ticket Office Wednesday through Saturday, 12:00 noon to 6:00 p.m., except on official City holidays. Hours are subject to change.
- Ticket Office staffing beginning one hour prior to the scheduled start time of an event and ending 30 minutes after the scheduled start time.
- Information and ticket ordering available to the public 24/7 through our website, [www.mvcpa.com](http://www.mvcpa.com).
- One sales report weekly, beginning eight weeks prior to your first performance.
- Processing of your complimentary ticket requests.
- A patron list for your event, when requested, emailed within 10 days of the final performance. Patrons who have requested to not receive marketing materials will be omitted from this list.
- Review of your event's promotional material prior to printing or publication to ensure accuracy and consistency of information.
- For 501(c)3 companies, we can set up donations to your organization as part of a ticket sale.

Additional services may be available upon request for a fee. These may include multiple price schemes, subscription and third-party order processing (such as TodayTix), series setup, or other services. Please contact the Performing Arts Coordinator for Venue Rentals for additional details, including an estimate of fees for services.

## GENERAL TICKETING GUIDELINES

- The Center provides online ticketing through our website, [www.mvcpa.com](http://www.mvcpa.com).
- All tickets are sold on an “as available” basis.
- Patrons are charged a per-ticket Facility Use Fee on all tickets.
- Patrons pay a Processing Fee per ticket. Please refer to the Facility Fee Schedule for details.
- The licensee will be billed a per-ticket processing charge for all subscription ticketing requests. Orders should be submitted and include name, address, phone, email, and series or performance date and time. For reserved seat subscriptions, be sure to include row and seat information.
- The licensee will be required to pay the full value of tickets and associated Facility Use Fees prior to the Center processing requests for all subscriptions totaling more than \$10,000.
- The Center does not hold ticket orders without payment.
- All patrons, regardless of age, must have a ticket. The licensee may choose to offer a lap pass for infants who are age 12 months and under, or you may restrict access to those age five and under.
- Refunds are given for performance cancellations only. The Performing Arts Supervisor for Audience and Client Services may approve exceptions on a case-by-case basis (i.e., a required refund due to COVID-19 illness). Refund requests received after the final performance will be referred to your organization.
- Processing Fees and Facility Use Fees are the responsibility of the patron purchasing a ticket and are not refundable except in the event of a cancellation, for which the licensee will be billed at reconciliation.
- Facility Use Fees may be assessed on some complimentary tickets.
- Exchange policies are set by the licensee and, therefore, vary; however, the Ticket Office does not exchange between titles or separate events.
- Only authorized Center staff will be admitted inside the Ticket Office.

## FEES PAID BY PATRONS

Fees are set by the Mountain View City Council and are subject to change annually. The current fees are listed on the Facility Fee Schedule. Fees are applicable to all events occurring from July

1 through June 30 of the following year or beginning with the start of the licensee's season (when applicable), whichever occurs first, regardless of when tickets are sold.

Facility Use Fee	per ticket
Processing Fee	per ticket
Group orders of 10 or more tickets	per order

## OTHER IMPORTANT INFORMATION

### Subscriptions

Arrangements can be made with the Performing Arts Supervisor for Audience and Client Services to have the Ticket Office process subscription orders for which the licensee receives and processes the initial payment. The licensee will be required to pay the full value of tickets and associated Facility Use Fees prior to the Center processing requests for all subscriptions totaling more than \$10,000. For all subscriptions totaling less than \$10,000, the licensee may choose to be billed the full value of tickets and associated Facility Use Fees upon reconciliation of each event included in the subscription.

The licensee will be charged a per-ticket fee for all subscription tickets upon reconciliation of each event included in the subscription. Please see the Facility Fee Schedule for details.

We are unable to accept third-party payments. The licensee will be billed all applicable per-ticket processing charges on the reconciliation of the first event included in the subscription. The licensee will determine which fees to pass on to their patrons.

Please discuss a schedule for processing subscriptions with the Performing Arts Supervisor for Audience and Client Services. We ask for a minimum of three weeks for processing subscription renewals prior to single tickets going on sale to public. New subscribers will be seated in the best available seats. We will continue to accept subscription orders for processing up to one week prior to the first event in the subscription. After that time, please refer patrons directly to the Ticket Office.

We will mail subscription tickets directly to the subscribers, or the licensee may pick up the subscription tickets and handle them personally. If you wish to include flyers with subscription tickets, please provide the materials at least two weeks prior to the requested mailing dates.

Please direct all subscribers to contact the Center's Ticket Office for basic exchanges. We provide this service to subscribers at no additional charge.

Subscription orders must include the patron's full name, address, email, telephone number, and the series and seats that the licensee has determined are appropriate for their subscribers. Subscription tickets, comps, and holds may not exceed 75% of total capacity.

## House Seats

All MainStage Theater seating configurations include eight noninventory MVCPA house seats, and all SecondStage Theater seating configurations include three noninventory MVCPA house seats. These are nonsalable seats used by Center staff to provide customer service to the licensee's patrons. On the day of the performance, if Center staff determines these seats are not needed, they will be returned to inventory for sale to the public.

## Americans with Disabilities Act (ADA) Accommodations

The Center holds no fewer than eight spaces for MainStage productions and no fewer than two spaces for SecondStage productions to accommodate patrons using wheelchairs. Wheelchair companion seats are also held pending need and may be released for sale five minutes prior to curtain for sold-out performances.

For patrons requiring easier access to their seats, we have several swing-arm seats available in MainStage.

## Complimentary Tickets

Complimentary tickets (or "comps") are tickets the licensee makes available free of charge to specific patrons attending the performance. You may want to request that a number of seats be held to accommodate your comp requests when we set up your contract. For reserved seating, you may specify a particular location. If your performance sells out and your comp requests exceed the number of held seats, we cannot guarantee a seat to the performance. The total of a licensee's subscription tickets, holds, and complimentary tickets may not exceed 75% of total capacity. A Facility Use Fee may also apply to complimentary tickets. Please see the Facility Fee Schedule for details.

To request complimentary tickets, please email [performingarts@mvcpa.com](mailto:performingarts@mvcpa.com) at least one business day prior to the first performance date. Requested complimentary tickets will be available at the Ticket Office starting one hour prior to performance. Last-minute changes can be made in person at the ticket office on the day of the event by an authorized representative of the licensee, but please understand that we are not able to guarantee accommodation with such late notice.

## Group Sales

If you plan on having large groups in attendance at your performances (i.e., school groups), please make sure to inform the Performing Arts Supervisor for Audience and Client Services as early as possible.

Individual patrons may purchase up to nine tickets for a single performance through the Ticket Office or online. Whether or not you offer a group discount, an order for 10 tickets or more is

considered a group order. Group order tickets are held at Will Call and may be picked up beginning one hour prior to curtain. Patrons pay a flat handling fee on all group orders of 10 or more tickets. Please see the Facility Fee Schedule for details.

### **Donations**

If the Licensee is a 501(c)3 organization, we can provide an option for patrons to make a donation with their ticket purchase. Please contact the Performing Arts Supervisor for Audience and Client Services if you are interested.

### **Sold-Out Performances/Wait Lists**

When a performance has been officially sold out, in fairness to all patrons, the Ticket Office uses the following procedure: A performance is officially sold out when the Center sells the last individual seat available for sale. A wait list will begin one hour prior to the performance. At that time, interested patrons may sign up for the wait list in person at the Ticket Office. Each person on the list may request up to two tickets. Tickets that have become available (if any) will be sold beginning 10 minutes prior to scheduled performance time, starting with the first name on the wait list.

### **Uncollectable Patron Payments**

The Center accepts checks and credit cards from patrons as a service, and the licensee is expected to share in the risk associated with these methods of payment.

Should a check be returned unpaid or should a charge-back be issued to a credit card purchase after your reconciliation has been mailed, the Center will attempt to collect the funds from the patron. If after four weeks the matter has not been resolved with the patron, the licensee will be billed for the amount due.

### **Conclusion of Event Ticket Sales**

Fifteen (15) minutes after the start of your performance, Ticket Office sales will cease, the performance will be officially taken off sale, and the audit process will begin. Once the performance is off sale, the tickets have no value. From this point on, the Center can accept no responsibility for the tickets to your performance. If a patron requests a refund or other adjustment, the request will be referred to your organization. Fifteen (15) minutes after the scheduled performance begins, unclaimed will-call tickets will be given to the House Manager for late pickup and cannot be resold to other patrons.

## **Cancellations**

If your contract (or any part thereof) is canceled after your event has been put on sale through the Center's Ticket Office, we will perform services necessary to refund the ticket purchasers, and charges for these services will be reflected on your final reconciliation.

In addition, the licensee will be billed for refunded service fees collected by the Center prior to the cancellation.