



BRIGHTON FRINGE BOX OFFICE 2020



YOUR GUIDE TO THE BRIGHTON FRINGE BOX OFFICE SYSTEM:
BOX OFFICE, TICKETS & SETTLEMENTS

Please make sure you have read the Terms & Conditions

BOX OFFICE, TICKETS & SETTLEMENTS

CONTENTS

1. How the Box Office Works (page 3)
2. Ticket Allocations (page 4)
3. Paid for Tickets (page 4)
4. Reporting on your Ticket Sales (page 5)
5. Box Office Hours (page 6)
6. Sales outlets & Ticket Collections (page 6)
7. Box Office Login (page 7)
8. Unsold Tickets / Stopped Sales (page 8)
9. Sell Out Events (page 8)
10. Running your own Box Office (page 8)
11. Refunds (page 8)
12. Ticket Printing (page 9)
13. Settlements (page 10)
14. Brighton Fringe Box Office Terms & Conditions (page 11)

BOX OFFICE, TICKETS & SETTLEMENTS

How it works

At the point of registering your event, you will have informed us of:

- 1.** The number of tickets available for each show
- 2.** The number of tickets allocated to Brighton Fringe
- 3.** The price of all tickets for your event, including if you have any additional pricing requirements
- 4.** Whether your venue has Disabled Access (NB the venue may need to list this)

If you think you may **not** have informed us of any of the above, then please contact Brighton Fringe Box Office immediately.

Brighton Fringe will sell tickets for your event(s) in the following ways:

- 1.** Over the phone
- 2.** At the counter
- 3.** Online

Brighton Fringe Box Office opens on New Road on 28th February, and tickets will be available to Friends of Brighton Fringe only, online, over the phone and over the counter.

Tickets will go on-sale to the general public 2nd March, online, over the phone and over the counter.

BRIGHTON FRINGE BOX OFFICE

Allocating Tickets

The allocation of your tickets that you have given to Brighton Fringe will be available to the general public through the Box Office from the beginning of General sales onwards (and earlier for Friends of Brighton Fringe). The Box Office will manage the allocation between any agencies selling tickets on our behalf, and these will be included as Brighton Fringe tickets.

Only tickets allocated to Brighton Fringe can be sold through the Brighton Fringe Box Office. Tickets not allocated to Brighton Fringe are the responsibility of the event promoter in all respects. So if your venue does not have its own Box Office, and you allocate us the minimum 30% of your tickets, the remainder will not be on sale unless you arrange it.

If Brighton Fringe Box Office runs out of available tickets, we will endeavour to contact you, but ultimate responsibility for monitoring ticket sales is yours. With over 700 shows selling tickets through us, during busy periods in particular there will inevitably be a time-lag between our staff identifying low allocations, contacting you, and getting more tickets on sale, so you will need to be proactive as much as possible.

The amount of tickets Brighton Fringe Box Office has to sell can be updated within Eventotron on the "Dates, Times & Prices" tab, using your Fringe Login.

Paid for Tickets

Before your event you will need to stop your Brighton Fringe Box Office ticket sales. You can do this through your **Box Office login**. Once you have done this Brighton Fringe will **no longer** be able to sell tickets for that performance. If we do not hear from you, and you do not stop sales, Brighton Fringe Box Office will continue to sell tickets right up to the start of your event.

When you have stopped sales, you will need to print out a list of all Customers who have purchased tickets, for cross-reference 'on the door' of your event. You can also access this through your Box Office login. If you are unable to do so for any reason then please contact the Box Office.

On the day of your event it can be useful to visit Brighton Fringe Box Office to collect any tickets that have been purchased by customers but not yet collected. Some customers will come directly to your event, and will not have printed tickets, so if you do not collect any uncollected pre-paid tickets, you will need to ensure a method for validating ticket holders on the door.

You can let us know what kind of order confirmation you accept when you register – whether you will only accept paper tickets, or, for example, if you are happy for customers to show confirmation on their phone.

Brighton Fringe will be printing tickets on Brighton Fringe-branded ticket stock; the majority of Brighton Fringe tickets will be in this format. Other venues that operate a Box Office using the Via ticketing system are acting as Collection Points, so tickets may also be produced that have been printed on their ticket stock.

Where tickets have been bought online, it is possible that ticket holders will arrive just with an e-mail confirmation.

We are more than happy to advise on the best method of validating tickets on the door and how to stop ticket sales. Please contact Brighton Fringe Box Office with any queries. We encourage you to do this during March or April, as it gets very busy in May and, particularly on weekends, time to assist is likely to be strictly limited (and potentially too late on the day).

Ticket Sales Reporting

The Box Office login system allows you to access live reports on all tickets sold through Brighton Fringe Box Office 24 hours a day, print off all the necessary customer details, check allocations and stop sales (if required) in the run up to an event's start-time.

See the **Box Office Login Guide** for details of how this works. It would be useful to familiarise yourself with that sooner rather than later. Login details for events registered for 2020 will be sent out from late February to early March.

Contact Information:

For all **customer enquiries** (sales and ticketing) please use the contact details below:

T: 01273 91 72 72

W: www.brightonfringe.org

These are the details that you should put on your posters and flyers.

For Brighton Fringe Box Office **admin queries only**, please use the contact details below:

T: 01273 764905 or 01273 91 72 72 (from February onwards)

E: boxoffice@brightonfringe.org

Brighton Fringe Box Office *provisional* Opening Hours

Located on New Road

- March and April

Monday - Friday: 10am - 6pm

Saturday: 12pm - 4pm

Sunday: Closed

- During Brighton Fringe (1st - 31st May 2020)

Monday - Sunday: 10am - 8pm

This applies to both Counter and Phone sales, though please be aware different Box Office outlets will have different opening/closing times within this period - but there will be at least one outlet open between those hours.

Additional Sales Outlets

Brighton Fringe Box Office operates various locations, both in the run-up to, and during the Fringe itself. For a full list of where and when you can buy Brighton Fringe tickets please check our website.

Ticket Collections

If a customer has not elected to have their tickets posted out to them, they can collect their tickets from any Brighton Fringe Box Office sales outlet. We recommend that you collect any sold but uncollected tickets on the day of the event at the New Road Brighton Fringe Box Office, so ticket buyers can pick up at the venue.

In addition, all tickets booked through Brighton Fringe Box Office can be collected from any Brighton Fringe Collection Point. Full details of where these are, and their opening hours, can be found on our website.

These collection points include venue partners who use the Via ticketing system. However, at present only tickets for the specific venue can be purchased at the venue Box Office, though tickets that have already been paid for, for any Fringe event can be picked up.

Box Office Login

Please make a note of your Box Office login and password here ([please note your password will be an email address](#)):

Login:

Password:

Reporting can be accessed at: <http://bff.via.red61.com>

Your Box Office login details will be emailed to you along with the necessary information about how this service works - this information is also available online, in the Take Part section of our website, along with other useful guides.

You will need to e-mail us at boxoffice@brightonfringe.org if you lose your login details. Please note we can only send out the login details to the registered e-mail address, and not to any third-party e-mails.

If you have any queries regarding any aspect of your Box Office login or tickets sales reporting please contact the Brighton Fringe Box Office team.

TICKETS

Unsold / Stopped Sales

On the day of your event you will need to use your Box Office login to find out how many tickets remain unsold, so that any remaining tickets can be made available on the door of the venue.

See the [Box Office Reports Guide](#), for details on how to use the Stop Sales tool.

Sell out events

Brighton Fringe Box Office will endeavour to contact you if we sell all the tickets you have allocated us, but it is important that you keep an eye on this yourself. Brighton Fringe Box Office will not advertise an event as sold out initially, we will always inform customers only that we are out of our allocation, and audiences will be directed to alternative sales outlets wherever possible. However, please be aware that occasionally customers find this information hard to understand, or come to buy through the website, so do please try and keep an allocation of tickets on-sale through Brighton Fringe for as long as possible.

Running a box office.

To run your own box office you will need someone to:

1. Take bookings
2. Sell the tickets
3. Monitor Brighton Fringe ticket sales
4. Collect tickets sold by Brighton Fringe from the Box Office
5. Redeem and check tickets on entry to the event.

Refunds

All tickets sold through Brighton Fringe Box Office are sold on the condition that they are non-refundable and non-exchangeable, except in the case of cancellation or failure to provide the advertised show or a suitable alternative.

Although Brighton Fringe Box Office does not refund tickets as a rule, on occasion it may be necessary, for customer service purposes, to do so, either as a gesture of goodwill, or to exchange customers to other dates. All such ticket refunds are dependent on the circumstances, and are done entirely at the discretion of Brighton Fringe Box Office.

Brighton Fringe Box Office offers exchanges to customers, although these are done on an entirely discretionary basis. In the event of an exchange, unless it is due to error on Brighton Fringe Box Office's part, or the event has been cancelled, the customer has a charge levied for the exchange of tickets.

Brighton Fringe Box Office will not exchange tickets without the prior return of any printed tickets, and will not offer the service less than 24 hours before an event is due to take place (except for in exceptional circumstances).

All complaints about the event are the responsibility of the event promoter and will be referred to them. Registrants are **required** to contact and deal with any customer who presents an official complaint. Failure to respond to grievances may result in Brighton Fringe Box Office unilaterally refunding ticket sales, or withholding settlement.

Ticket Printing

Please note that Brighton Fringe Box Office will only ever print out tickets that have been sold, unless otherwise requested.

However, we can print out tickets for you over and above those you have sold through the Fringe, for your own use, but there will be a charge for this of 12.5p +VAT per ticket (15p), which can either be paid on collection (for free events) or will be deducted from your settlement.

Please e-mail tickets@brightonfringe.org to request this, being sure to include your event details, the amount of tickets you require printed, and a date you would like to collect them on. Please allow at least 2-3 working days for your request to be processed.

SETTLEMENTS

Your settlement will be the total money taken for tickets sold through Brighton Fringe Box Office (reporting-wise, these are the total sales visible through your Box Office login), **minus 6.5% (+ VAT)** commission.

Any charges for cancelled events and/or event changes will be deducted from your settlement, as will any outstanding invoices or part of invoices remaining unpaid. Other charges that may be deducted from your settlement include F.E.U (Foreign Entertainers Unit) charges, Performing Rights Society fees and ticket printing costs.

All settlements will be paid by BACS within 6 weeks of the festival ending. A breakdown of sales and charges will be e-mailed out to the listed address of the participant. Please contact Brighton Fringe Participants Services if you do not receive your settlement payment or details - it may be an issue of incorrect information.

Since 2008, we have made payment by BACS only. If this is not an option for you then please contact us to arrange another means of payment.

Important Settlement Information:

If cheques are lost or need to be replaced due to incorrect details, there will be a charge of £12. This is to cover the bank charges for cancelling cheques (no profit is made).

Please note that if you have not supplied correct bank account details at the point of registering Brighton Fringe cannot be responsible for any mistakes that may occur during the settlement period.

Brighton Fringe is obliged to withhold Foreign Entertainers Unit Tax if the appropriate forms have not been completed for any settlements being paid out to a non-UK resident.

Where ticket settlements have been paid out as requested Brighton Fringe is not responsible for any payments due to third parties e.g artists, performers, venues, external promoters or box offices.

Payments to foreign accounts will incur a transfer charge by the bank which will be passed on to the participant in full.

Brighton Fringe is not responsible for late payments made to participants where insufficient bank details have been provided at the point of registration.

BRIGHTON FRINGE BOX OFFICE TERMS & CONDITIONS IN FULL

1. Tickets are issued subject to the Rules and Regulations of the venue, event organiser and promoter as well as Brighton Fringe Ltd. Purchase of any ticket(s) constitutes acceptance of these. Full details are available on request.
2. Please check your Ticket immediately after purchase as mistakes cannot always be rectified.
3. We regret that Tickets cannot be refunded after purchase, except in the case of the event being cancelled.
4. The handling charge or booking fee for purchasing tickets is a service fee for use of the Brighton Fringe Box Office and cannot be refunded in any circumstance, except at the sole discretion of Brighton Fringe Ltd.
5. Tickets can only be exchanged after purchase at the discretion of Brighton Fringe Box Office, and will incur an administration charge for doing so. Tickets cannot be exchanged less than 48 hours before a performance. We regret that the administration charge for this service cannot be refunded, even in the event of cancellation.
6. Brighton Fringe Box Office will not re-print tickets under any circumstances. In the event of Tickets sent by post not reaching their destination, Brighton Fringe Ltd will provide a proof of purchase statement for verification by event promoter/organisers on the door.
7. Fees for posting of tickets are a separate service charge and Brighton Fringe Ltd regrets to say that they cannot be refunded in any circumstance, including non-receipt of items and in the event of show cancellation.
8. Brighton Fringe Ltd cannot be held responsible for any lost or stolen tickets. Brighton Fringe Ltd reserves the right to cancel any ticket bookings which it reasonably suspects to have been made fraudulently.
9. Eligibility for the standard Concession price ticket available is limited to Students, Senior Citizens (over 60's), Under-16s, D/deaf and disabled people, those registered as being on State Benefits, and Equity members. Proof of status must be supplied at the point of purchase and/or collecting of tickets, and eligibility for Concession price is at the sole discretion of Brighton Fringe Ltd. Brighton Fringe Ltd and the event promoter/organiser reserve the right to refuse admittance, or charge the difference in price, if valid proof of status is not shown on demand.
10. Brighton Fringe Box Office will offer, where possible, one complementary 'Personal Assistant ticket' for the companion of customers who require assistance to attend an event, when a ticket has been purchased for the customer requiring assistance. Brighton Fringe Ltd will be able to do so only where authorisation has been given by the event promoter/organiser. Brighton Fringe Ltd encourages all event promoters/organisers to provide this

ticket offer, but cannot enforce this offer if an event promoter/organiser does not consent. 'Personal Assistant tickets' cannot be purchased individually.

11. It is the responsibility of the ticket holder to ascertain whether an event has been cancelled and the date and time of any rearranged event. If an event is cancelled or rescheduled, Brighton Fringe Ltd will use reasonable means to notify ticket holders of the cancellation once we have received the relevant authorisation from the event promoter/organiser. Please note that we cannot guarantee that ticket holders will be informed of such cancellation in advance of an event.
12. Tickets are sold subject to the management's right to alter or vary the programme due to events or circumstances beyond its control without being obliged to refund monies or exchange tickets.
13. Purchase of a Ticket does not over-ride the Venue Management's right to refuse admission should patrons breach any Rules and Regulations of the venue or the event promoter/organiser. The management may on occasions have to conduct security searches to ensure the safety of patrons attending events.
14. Unauthorised use of photographic and recording equipment at events is prohibited. Tapes or films may be destroyed. Laser pens, mobile phones, dogs (except guide dogs) and patron's own food and drink may also be prohibited, though this is at the ultimate discretion of the venue.
15. Ticket holders consent as members of a live audience to any officially sanctioned filming and/or sound recording that may be taking place at the venue or during the event.
16. The event promoter/organiser, venue Management and Brighton Fringe Ltd accept no responsibility whatsoever for the loss or damage of any personal property.
17. Purchase of a Ticket gives the ticket-holder a right only to a seat of a value corresponding to that stated on the ticket and the venue Management reserves the right to provide alternative seats to those specified on the ticket.
18. The ticket-holder must comply with all relevant statutes, safety announcements and venue regulations whilst attending the event. Brighton Fringe Ltd is not responsible for any non-compliance and will not refund tickets in the case of non-admittance.
19. Tickets may be restricted to a maximum number per person. Brighton Fringe Ltd reserves the right to cancel tickets purchased in excess of this number.
20. Brighton Fringe Ltd reserves the right to recover any difference in price that may occur in the event of a discrepancy between a price listed by Brighton Fringe and that charged by the event promoter/organiser. In the case of a refusal to pay the difference, Brighton Fringe Ltd reserves the right to cancel any such booking whereby the monies paid do not cover the actual price.

21. Please note that for tickets purchased to performances suitable only for persons aged 18 and over, any ticket-holder unable to present valid identification may not be admitted to the event. Brighton Fringe Ltd is not responsible for verifying the age of attendees and will not refund tickets in the case of non-admittance.
22. Latecomers may not be admitted until a suitable break in the performance. Some performances may contain no suitable breaks. Admittance is at the final discretion of the event promoter and venue management. Brighton Fringe Ltd is not responsible for identifying which performances do not admit latecomers and will not refund tickets in the case of non-admittance.
23. Breach of the above terms and conditions, or any unacceptable behaviour likely to cause damage, nuisance or injury to other persons shall enable the venue management or event promoter/organiser to eject ticket-holders from the venue. Their decision is final, and Brighton Fringe Ltd will not refund tickets in the case of ejection/non-admittance.
24. After an event has taken place, the refund or exchange of Tickets is at the sole discretion of the event promoter/organiser, regardless of attendance or not.
25. Once an event has been attended, any refund or exchange of Tickets is at the sole discretion of the event promoter/organiser. Whilst Brighton Fringe, as ticket agents, will pass on any complaints to the event promoter/organiser, Brighton Fringe is unable to compel them to act and any further correspondence should be directed to them.
26. Brighton Fringe Ltd, acting as an agent on behalf of the event promoter/organiser, under no circumstance accepts responsibility for the content or quality of any events.
27. As a time-limited purchase, customers should be aware that purchases of event tickets are exempt from the Consumer Contract Regulations. Brighton Fringe Ltd will endeavour to exchange tickets to another event where ever possible. In such circumstances Brighton Fringe's usual administrative exchange fees will apply.
28. Brighton Fringe Ltd on occasion may offer a Credit Note for future services in lieu of a refund. This is valid for specified period, which is entirely at the discretion of Brighton Fringe Ltd, and only for use by the designated beneficiary. Once any such issued Credit Notes have passed the stated expiry date, the value of any unused credit remaining shall revert to Brighton Fringe Ltd.
29. Brighton Fringe Ltd offers Gift Vouchers for future services in return for payment of a corresponding value. Vouchers are issued solely by Brighton Fringe for a specified period, the length of which is entirely at the discretion of Brighton Fringe Ltd. Once any such issued Gift Vouchers have passed the stated expiry date, the value of any unused credit remaining shall revert to Brighton Fringe Ltd.

30. Subscribing to the Friends of Brighton Fringe membership scheme in no way gives the member voting rights or any other say in regard to the structure or constitution of the charitable organisation known as Brighton Fringe Ltd.
31. Memberships, once purchased or renewed, are non-refundable, except in exceptional circumstances, and at the sole discretion of Brighton Fringe Ltd.
32. Brighton Fringe is not responsible for the provision of offers by its partners; the offering or otherwise of all discounts and price reductions is solely at the discretion of participating organisations.
33. It is the responsibility of individual membership holders to check the validity of all external offers before attempting discounted purchases. Brighton Fringe Ltd is not responsible for the acceptance or otherwise of the membership cards by any third-party provider.
34. Brighton Fringe will endeavour to explain the benefits of membership through its online and print content, as well as through its customer service representatives. It is the responsibility of potential members to clarify the terms before purchasing their membership. Brighton Fringe Ltd is not liable for any misunderstanding of the benefits advertised as being available, and will not refund any membership fees in the event that these benefits have been misunderstood.
35. Brighton Fringe reserves the right to alter the benefits available as part its membership scheme(s) as required, and in line with circumstances. Although Brighton Fringe Ltd will undertake to provide all promised benefits as advertised, there may be occasion when it is beyond Brighton Fringe's control to provide all of the benefits advertised, or for the full duration a member's term. In such circumstances Brighton Fringe will not be liable to compensate any members of the relevant scheme for any benefits promised and not received.
36. All donations made through Brighton Fringe's website, www.brightonfringe.org or any subsidiary operating under it, as well as those made over the telephone or in person, are understood to be made to Brighton Fringe Ltd, and once made any monies given are not returnable in any circumstance.
37. All merchandise is sold subject to the Consumer Rights Act 2015.
38. Please contact Brighton Fringe Ltd, in writing, within 14 days of receipt of goods, if you wish to take up your statutory right to cancel your purchase of merchandise bought online or over the telephone.
39. This does not affect your statutory rights to return faulty goods for a full refund, up to 30 days after receipt, or up to 6 months after receipt, if, and only if, faulty goods cannot be repaired or replaced.
40. In the event of the return of any merchandise, for whatever reason, Brighton Fringe Ltd will not be liable for the return cost of postage for said items.

41. As per your statutory rights, you may also contact the European Online Dispute Resolution platform, either through the link or by emailing them at odr@tsi.org.uk if you have a dispute you would like to resolve.
42. All time periods quoted will be extended to the next working day if they end on a Saturday, Sunday or Bank Holiday. This includes all cancellation periods and the time limits for returning goods, providing refunds, etc.
43. Brighton Fringe Ltd reserves the right to contact the customer, regardless of whether they have opted-in to receive marketing communications, for the purposes of administrating their booking/purchase. Such reasons shall include, though not be limited to, cancellation of shows, reminders of purchases, update of performance status, advice on ticketing availability. Brighton Fringe Ltd shall endeavour not to contact the customer unduly.