



BOX OFFICE 01432 340555

[courtyard.org.uk](http://courtyard.org.uk)

# INTRODUCTION

Here at The Courtyard Box Office we are proud to sell tickets.

We sell tickets for thousands of events spanning from live shows, screenings, films, workshops and events in the wider community.

We take pride in our customer service and always strive to go that extra mile for our customers.

Using our ticketing system, Spektrix, we have access to a wide range of Sales & Marketing tools to optimise sales and ensure that the booking process is as smooth as possible.

We would love to ticket your event and would like to tell you a little more about who we are, what we do, and what we can offer you.



# AT A GLANCE

## BOX OFFICE SUPPORT

We take 12.5% + VAT of the ticket sales value. If you are a registered charity and provide the charity number we take a reduced rate of 10% + VAT. Credit card processing fees are included within our commission. All fees shall be deducted from the gross Box Office figure to give the net value.

Included in the third party ticketing agreement The Courtyard Box Office can offer:

- Set up our Box Office system to sell tickets and undertake advance personal, postal and telephone sales as well as answering general enquiries during our advertised Box Office hours.
- Sell tickets over the internet via The Courtyard website – [courtyard.org.uk/courtyardtickets](http://courtyard.org.uk/courtyardtickets)
- Provide regularly updated sales figures, final sales returns and undertake prompt and accurate financial settlement.
- Cease ticket sales through our Box Office channels at an appropriate deadline in order to provide the promoter with up to date sales lists.
- Offer ticket delivery via post, care of Box Office, or e-tickets. We can also create a bespoke e-ticket for your event with important information for the customer.

This is our basic third party agreement and we will be open to discussions on how we can tailor the package to better suit the demands of your event and organisation.

## MARKETING SUPPORT

With the infrastructure already in place, we can also offer additional Marketing and advertising support, including e-shots, brochure space (subject to availability), digital poster displays, and boosted social media posts, all of which would utilise our vast customer database, for an additional fee.



# WHY CY TICKETS?

## WHO WE ARE

The Courtyard Box Office is one thread of the Marketing & Sales team. Working closely with the Marketing team to provide the best possible service and maximum sales for our third party events and organisers throughout our programmed season.

We have provided ticketing and marketing support for performances and events in the county including:

- Hellensmusic Through The Year
- Borderlines Film Festival
- LEGO Exhibition 2019
- Ex Cathedra



## THE PERSONAL TOUCH

A key service that The Courtyard Box Office offers is our very personal approach to ticketing; we are an enthusiastic Box Office team able to provide Box Office facilities 24/7.

We are open for counter and telephone sales Monday to Saturday 10am till 8pm and customers are able to book online around the clock.

When our team are not on hand to answer customer queries when we are closed, we provide an email address for customers to write and we will get back to them the next business working day.

We have the capacity to sell tickets for a wide range of events with different ticketing demands and seating layouts.

The Box Office team are adept at dealing with huge amounts of information and will always do their utmost to make sure that a customer query is answered.

# GET STARTED

## WHAT WE NEED FROM YOU

In order for us to undertake Box Office for your event, we will require the following information:

- Completed promoter and event information sheets (please see relevant attachments).
- Box Office notes to enable our Box Office staff to answer questions and sell tickets for the event.
- Any literature you may have to promote the event.
- Copy (approx 100 words) and a high res image to include on the web event page ideally sized 1024px x 600px.
- Any other digital materials we can use to promote your event.

Once we have received all of the above, we will provide a contract to be signed by both parties.

Please feel free to get in touch if you have any queries or what to discuss this further.

The Courtyard Box Office  
Monday to Saturday 10am - 8pm  
Sunday Closed unless a show is on  
01432 340555  
[boxoffice@courtyard.org.uk](mailto:boxoffice@courtyard.org.uk)

Oliver Wheatley  
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