

Corn Exchange Newbury Box Office

As the box office for two dynamic South East venues, Corn Exchange Newbury and New Greenham Arts, The Corn Exchange Newbury Box Office team sell over 90,000 tickets a year for events throughout the local area. These events take place not only in our own venues, ranging from our 40 seat cinema to 420 seat auditorium, but also in several local churches, at Newbury Racecourse and in the variety of locations used by Newbury Spring Festival.

We are a professional box office team operating over 7 days a week, including evenings Tuesday to Saturday until at least 7pm. We offer both an over the phone and in person service throughout this time. Customers can also book through our website 24 hours a day.

What do I get for my money?

Using the Corn Exchange Box Office to sell your tickets saves you time and energy. We automatically provide:

- Over the phone and in person sales 7 days a week
- Online sales 24 hours a day
- A listing on the Corn Exchange website
- Regular sales updates so you can keep an eye on how your event is selling
- Ticket Stock
- Priority for our Local Events Noticeboard and flyer rack

We can also provide you with printed tickets to sell elsewhere at a competitive rate, helping you to manage your capacity as these will show on our reports. Customers can choose to collect their tickets from the Corn Exchange or have them posted, or even to collect them from the venue on the day. We will provide you with a report on the day so that you know who you are expecting in case anybody arrives without their tickets.

What do we need from you?

- Details of the event: title, date, time, pricing, location
- Information about the event for our website listing and our box office team's information
- A high quality image for the website (resolution 300dpi).
- Contact email address for sales updates and on the day pick up information (so we can email you a list of people collecting on the door, this enables us to keep selling tickets for as long as possible for you)

The Corn Exchange (Newbury) Trust is committed to complying with The Data Protection Act (1998) and to upholding the principles of good information handling practice.

CORN EXCHANGE

Market Place | Newbury
Berkshire | RG14 5BD

Administration 01635 582666

Facsimile 01635 582223

Email admin@cornexchangenew.co.uk

www.cornexchangenew.co.uk

As such, we can only provide contact details for customers who have agreed to be contacted by independent companies, or for purposes of identification for on the door collections.

We can provide you with further information about your audience should you require it, please do not hesitate to ask.

How much does it cost?

It costs £48 for us to set up your event. For this we create a seating plan of your venue, should you wish to sell reserved seats, design your tickets, set up your event for sale by our box office and create a page with an image on our website so customers can purchase tickets online.

We charge a percentage of your ticket sales and offer a discount for registered charities.

Full terms and conditions can be found below.

Terms and Conditions of using The Corn Exchange's Box Office Facility

1. Corn Exchange's Authorised Officer

The Director of Corn Exchange, Newbury shall be authorised to take all actions necessary under these terms and conditions on behalf of Corn Exchange (Newbury) Trust and has the absolute right to decline using the Corn Exchange's box office facilities to any person without specifying a reason.

2. Ticket Sales

The Corn Exchange agrees to actively sell tickets on behalf of the Client via the Box Office. Tickets can be purchased in person or by telephone on 08455 218 218. The Corn Exchange will charge 12% for use of the Box Office facility. The Client will provide The Corn Exchange with all necessary information, to include number of tickets, ticket prices and event information. Credit card commission at the current rate will be re-charged to the Client (2.5%). Postage of £1.20 per transaction will be charged to the customer on telephone bookings. A booking fee of £1 per ticket, a maximum of £6 per transaction, will be charged to customers booking by telephone, no booking fee applies to transactions completed in person at The Corn Exchange Box Office.

3. On-line Ticket Sales

Corn Exchange will place the event on sale on its website www.cornexchangenew.com as agreed with the Client.

Tickets sold on-line can be posted out at a charge of £1.20 or collected by the customer as they choose. A booking fee of £1 per ticket, a maximum of £6 per transaction, will be charged to customers booking online.

Credit card commission for on-line ticket sales will be re-charged to the Client (2.5%).

4. Additional Charges

The Corn Exchange will charge a set-up fee to the Client of £40+VAT. The Corn Exchange will charge a guaranteed commission fee of £30+VAT where the value of commission earned on ticket sales (excluding credit card commission and bank charges) is lower than the guaranteed commission fee. Tickets can be provided for other sellers at a cost of 5p per ticket.

All charges including commission are subject to VAT at 20%.

5. Event Promotion

The Client may provide a poster and small quantity of flyers for the event to be displayed on the community events notice board and leaflet rack in the Corn Exchange foyer subject to available space. Where the Client is using the online ticket facility, the Client will provide Corn Exchange with listing information and images as required.

6. Cancellation of the event(s) by the Client

In the event of a cancellation by the Client, Corn Exchange shall refund to the public monies for all tickets paid for using The Corn Exchange's Box Office. Postage and booking fees are non-refundable in all cases.

7. Payment of box office returns

Corn Exchange will provide the Client with true records of all box office receipts on demand hereof.

Corn Exchange will provide the Client with a settlement of the account, with respect to commission and other charges, within one month after the event.