

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

In the past 12 months we have sold tickets for over 2300 events spanning from live shows, screenings, films, workshops and events in the wider community.

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

Using our ticket 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 & what we can offer you.

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Who we are

The Courtyard Box Office is one thread of the

Communications team, working closely with the

Marketing Officers to provide the best possible

service and maximum sales for the events and

organisers that we work with throughout our

programmed season.

We provide ticketing and marketing support for

performances and events in the county

including; Bromyard Folk Festival,

Borderlines Film Festival and

Hereford Choral Society.

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What we do

A key service that The Courtyard Box Office offers is our very personal approach to ticketing; we are a Box Office team of 8 enthusiastic sales assistants and we are 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.

Our assistants are on hand to answer customer queries and during the hours when we are closed we provide an email address which customers are able to write to in order for us to get back to them with help/answers the next 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 upmost to make sure that a customer query is answered.

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Our services at a glance

**Box Office Support**

We take **11% + VAT** of the ticket sales value. If you are a registered charity and provide the charity number we take a reduced rate of **9% + VAT**. A Credit Card Commission fee of 2.5% also applies to all card payments. 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
* 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.

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.

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**Marketing Support**

With the infrastructure already in place, we can also offer additional Marketing and advertising support, including e-shots, directs mails and boosted social media posts, all of which would utilise our vast customer data base, for an additional fee.

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What we need from you

In order for us to undertake Box Office for your event the basic information that we will require;

* 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 and image to include on the web event page.
* Once we have received all of the above, we will provide a contract to be signed by both parties.

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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 340 555

boxoffice@courtyard.org.uk

Oliver Wheatley

Marketing & Sales Officer

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