

## **AGENT ALLOCATION TERMS AND CONDITIONS**

*The following terms and conditions relate to ticket agents selling allocations for events taking place at Reading Arts Venues (The Hexagon, South Street & Reading Concert Hall).*

### **TICKETS**

**\*\*In the event of a cancellation or amendment to the show the agent is responsible for contacting customers to advise and issue refunds as required\*\***

All tickets and E-tickets must include a valid **Reading Arts** scannable barcode or QR code **issued by Reading Arts** once each allocation is confirmed. If you are unable to include a Reading Arts barcode on your tickets or E-tickets you will need to use Reading Arts ticket stock. **You must confirm this before any tickets are on sale.**

**All tickets must include the row, seat and door number** alongside details of any age restrictions, event suitability and any other essential customer information provided by Reading Arts. These should also be made clear to the customer at the point of sale.

An example of the ticket and E-ticket should be sent to [steff.cohen@reading.gov.uk](mailto:steff.cohen@reading.gov.uk) and [boxoffice@reading.gov.uk](mailto:boxoffice@reading.gov.uk) for approval **before any tickets are on sale.**

#### **Reading Arts Ticket Stock**

If you would like to use Reading Arts ticket stock then please email [steff.cohen@reading.gov.uk](mailto:steff.cohen@reading.gov.uk) and [boxoffice@reading.gov.uk](mailto:boxoffice@reading.gov.uk) with your stock request.

Unless otherwise agreed tickets will be sent signed for delivery and any costs recharged to the promoter as per the contract. Please allow plenty of time for printing and delivery.

If Reading Arts ticket stock is required to fulfil orders the stock will be posted on request. Tickets are charged at 15p per ticket plus postage to the ticket agent. **The ticket agent is responsible for fulfilling postal orders to customers.**

### **COLLECTIONS/LOST TICKETS**

- Any allocations marked as collect must be confirmed to the venue at least 2 working days in advance (see below for additional charges).
- **Lost Tickets** In the event of lost tickets you must notify Reading Arts in advance, the original tickets and barcode will be cancelled and will not be valid for entry. New tickets will be issued and available for the customer to collect on arrival at the Box Office (ID is required).

### **CHARGES /SETTLEMENT**

- There is a maximum agent allocation allowed under the event contract, any in excess of this will be charged an additional £1 + VAT per ticket.
- Any Reading Arts ticket stock required will be charged at 15p per ticket plus postage costs, plus VAT. \
- Reading Arts reserves the right to recharge a £50 plus VAT administration fee for allocations in excess of 40 COBOS to cover additional staff required to manage collections.
- Unless otherwise agreed costs relating to ticket printing or ticket stock will be recharged to the contracting party for the event (Tour promoter or event organiser). Income from agent sales will be the responsibility of the ticket agent and promoter however the full face value of an agent allocation will be included in the overall box office income figure for the event for the purposes of calculating royalties and venue deals as applicable (for example a box office split or first call deal and calculating PRS)

#### ACCESS

- Any patrons requiring a wheelchair or specific access requirements should be advised to contact the Reading Arts Box Office 0118 9606060 or email [boxoffice@reading.gov.uk](mailto:boxoffice@reading.gov.uk)  
Customers should be advised there is no lift access to the balcony at The Hexagon and seats are not suitable for anyone requiring flat floor access. Access information can be found on The Hexagon Website – <https://whatsonreading.com/venues/hexagon/access-information>

#### GENERAL CONDITIONS

- Seating plans are available to download from <https://whatsonreading.com/venues/hexagon/venue-hire>
- A maximum of 6 tickets per customer transaction is allowed
- Unless otherwise agreed tickets must be taken off sale and final mark backs given **at least 48 hours** in advance of the event.
- Where applicable details of Age restrictions, event suitability and any other essential customer information will be provided and customers must be informed at the point of sale. In the event of a cancellation or amendment the agent is responsible for contacting customers to advise and issue refunds as required.
- Reading Arts does not permit the exchange and resale of tickets. Tickets should be sold through official sales channels only and not passed to any other ticket agents without the permission of Reading Arts. Reading Arts will not be held liable for any issues arising from duplication, misselling or reselling of tickets in breach of these conditions.

Reading Arts Box Office [Boxoffice@reading.gov.uk](mailto:Boxoffice@reading.gov.uk)