

Updated 30/10/19

## **AGENT ALLOCATION TERMS AND CONDITIONS**

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

### **TICKETS**

Agents may use their own ticket stock providing the following conditions are met;

- Ticket is for allocated seating and not general admission.
- Tickets are printed with the row, seat and door number for the allocated seat clearly stated on the ticket
- Print at Home tickets are not permitted.
- A maximum of 6 tickets per customer transaction is allowed
- An example of the ticket should be sent to [boxoffice@reading.gov.uk](mailto:boxoffice@reading.gov.uk) for prior approval.

**\*READING ARTS TICKET STOCK MUST BE USED FOR ANY EVENTS THAT HAVE STANDING OR AREAS WITH GENERAL ADMISSION. OWN TICKET STOCK WILL NOT BE ACCEPTED AT THE VENUE\***

An initial report will be sent confirming details of seat numbers and tickets for the allocation.

Please email [boxoffice@reading.gov.uk](mailto:boxoffice@reading.gov.uk) when requesting ticket stock to fulfil orders. Unless otherwise agreed tickets will be sent signed for delivery and the cost recharged to the promoter as per the contract. Please allow plenty of time for printing and delivery

Tickets must be taken off sale and final mark backs given **at least 48 hours** in advance of the event.

Any allocations marked as COBO (collect at Box Office) must be confirmed to the venue at least 2 working days in advance. Reading Arts reserves the right to recharge a £50 plus VAT administration fee for allocations in excess of 30 COBOS to cover additional staff required to manage collections.

### **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. 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). Any Reading Arts ticket stock required will be charged 15p per ticket plus postage costs, plus VAT.

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)

### **SEATING PLANS**

Seating plans are available to download from <https://whatsonreading.com/venues/hexagon/venue-hire>

### **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**

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 secondary ticket agents.

**Reading Arts Box Office 0118 9374337**    [\*\*Boxoffice@reading.gov.uk\*\*](mailto:Boxoffice@reading.gov.uk)