

## Authorized Ticketing Providers 24/25 Season

The ticket provider you choose has a huge impact on your brand and the presentation you bring to the stages of the Vancouver Civic Theatres (VCT). Both venue and presenting organization have a common goal of creating an exceptional patron experience and this often starts with the ticket buying process.

This is why the VCT and the City of Vancouver have selected a variety of mandatory pre-qualified **Authorized Ticketing Providers** for our clients' use. As stated in the Theatre License Agreement: ***The Licensee must use one of the authorized ticketing providers designated by Vancouver Civic Theatres for all box office and ticket service requirements in the Theatre.***

This includes an **assignment of proceeds** process; the Authorized Ticketing Provider retains box office sales until post show at which point all VCT venue costs and IATSE 118 technical staff costs are covered and distributed.

The document below outlines the Authorized Ticketing Providers, the service level standards they must meet, as well as the technical and ticketing guidelines that are also found in the VCT Theatre License Agreements.

Please note that the venue agreements must be executed prior to tickets going on sale. Please plan accordingly and allow ample time to organize your event's ticketing process and launch.

### Box Office Service Level Requirements

#### Orpheum and Queen Elizabeth Theatre

- Two box office staff for 1000 or less patrons
- Four box office staff for events of 1000+ patrons
- Provide a minimum of six (6) scanners
- Assigned seating required

#### Vancouver Playhouse

- Two box office staff
- Provide a minimum of three (3) scanners
- Assigned seating recommended, general admission with approval

#### ANNEX

- Box office staff optional
- No scanner required
- Hard tickets accepted –comps and consignment limits apply
- General admission approved

#### Additional service level standard, applicable to all venues

- Box office open a minimum of one and a half hours prior to doors opening
- Box office must have a clear refund policy
- Weekly house counts leading up to the event
- Support mobile or digital tickets
- Ability to support “know before you go” communications to reach patrons

# Authorized Ticketing Provider List



## **UNIVERSE – No charge for FREE events**

<https://www.universe.com/features>

Universe is Ticketmaster's low barrier platform and is approved for free registration and general admission events under \$20.00. It's easy to manage and even easier to promote your event using this online ticketing platform.



## **Ticketmaster Canada**

[vancouvertheatresupport@ticketmaster.ca](mailto:vancouvertheatresupport@ticketmaster.ca)

Ticketmaster teams are trusted by thousands of artists, teams, and venues across the globe to help connect millions of fans with the world's most amazing performances. Their online platform provides ease of use for ticket buyers and their reach provides an excellent marketing opportunity for presenters. Their low barrier platform Universal is great for free and GA events.



## **V-TIX**

[sales@vtixonline.com](mailto:sales@vtixonline.com)

V-TIX classify their business into two categories; Printed tickets/media and online box office sales. For their printing service, V-tix offer a wide range of physical products such as custom printed thermal tickets. V-Tix can host a client's event through the V-tix Event Portal available on their website. Their onsite box office support provides friendly and efficient event day support.



## **TicketLeader**

[info@ticketleader.ca](mailto:info@ticketleader.ca)

TicketLeader is a full-service ticketing company based in Vancouver. They provide ticketing services for concerts and events that are hosted at the Pacific National Exhibition and various off-site locations including VCT.



## **AdmitONE**

[vctsupport@admitone.com](mailto:vctsupport@admitone.com)

AdmitONE is a customer service focused ticketing solution for event promoters looking to deliver top-quality experiences to their patrons. A Canadian owned and operated, Indigenous-lead company, AdmitONE was built by promoters for promoters, with a keen understanding of the industry's unique needs and challenges. AdmitOne's community platform is approved for free registration and general admission events under \$20.00.



## **Showpass**

[vctsupport@showpass.com](mailto:vctsupport@showpass.com) and [Showpass online portal](#)

Showpass is Canadian grown and headquartered out of Calgary. While organizers are focused on creating an amazing experience, Showpass has a goal of making everything before, during, and after the event, better. By combining our passion for technology with a love for live events, we deliver a ticketing solution and onsite box office support that event organizers can be proud to work with. Showpass' self-serve portal is a unique link for VCT clients please use link above.

# VCT Venue ticketing requirements

## Facility Fees

Please refer to annual rate card for up-to-date facility fee rates. This fee is tax inclusive.

### 2024-2025 season

\$4.00 Registered not for profit organizations per ticket sold \$20.00 and over

\$4.75 Commercial organizations per ticket sold \$20.00 and over

## Complimentary Tickets and Facility Fee

**Complimentary tickets may not exceed 10% of all tickets sold or redeemed for your event.** The Facility Fee will be applied to any complimentary tickets in excess of this amount. All complimentary tickets must have a face value price of \$0.00 on both the patron portion and the theatre portion of the ticket.

## Tickets released for Consignment Sale

**A maximum of 15% of the capacity of the venue**, per performance, may be released by the ticketing agent to the Licensee for consignment sale.

## Form of Ticket

Tickets must consist of a “patron” portion and a “theatre” portion. The Theatre employee will rip the ticket when the patron enters and will keep the “theatre” portion.

### Patron Portion Requirements

- section, row, seat
- level
- price
- performance
- theatre name
- date
- performance start time
- latecomer’s policy
- camera & recording device policy

### Theatre Portion Requirements

- date
- theatre name and address
- section, row, seat
- price

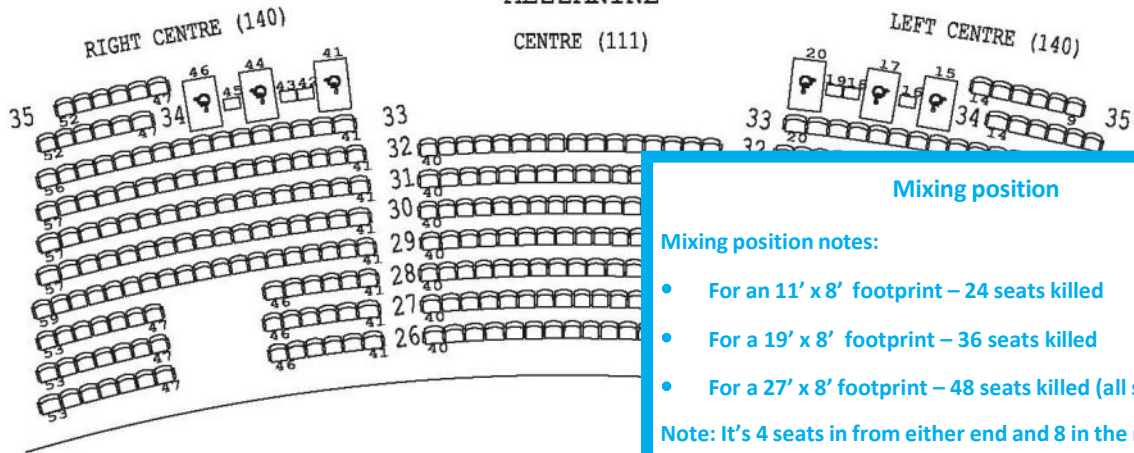
## House seat holds and production mix position needs

Certain seats within the manifest are contractually enforced house holds and additional seats may be required for production needs. ***Please review attached seating maps as reference and consult production about mix position needs.***

The following seats in the Theatres are reserved exclusively for the use of the City and are subject to change:

- 1) **Queen Elizabeth Theatre**: Orchestra Centre, Row 21, Seats 54, 53, 52; Orchestra Centre, Row 15, Seats 41, 42, 43, and 44
- 2) **Vancouver Playhouse Theatre**: Orchestra Centre, Row 16, Seats 36, 35, 34, 33, 32, and 31
- 3) **Orpheum Theatre**: Orchestra Left Centre, Row 21, Seats 28, 29, 30, and 31; Dress Circle Left Centre, Row 4, Seats 128, 129, and 130.
- 4) **ANNEX**: two tickets in bleacher seating; general admission or assigned seats

MEZZANINE



**Mixing position**

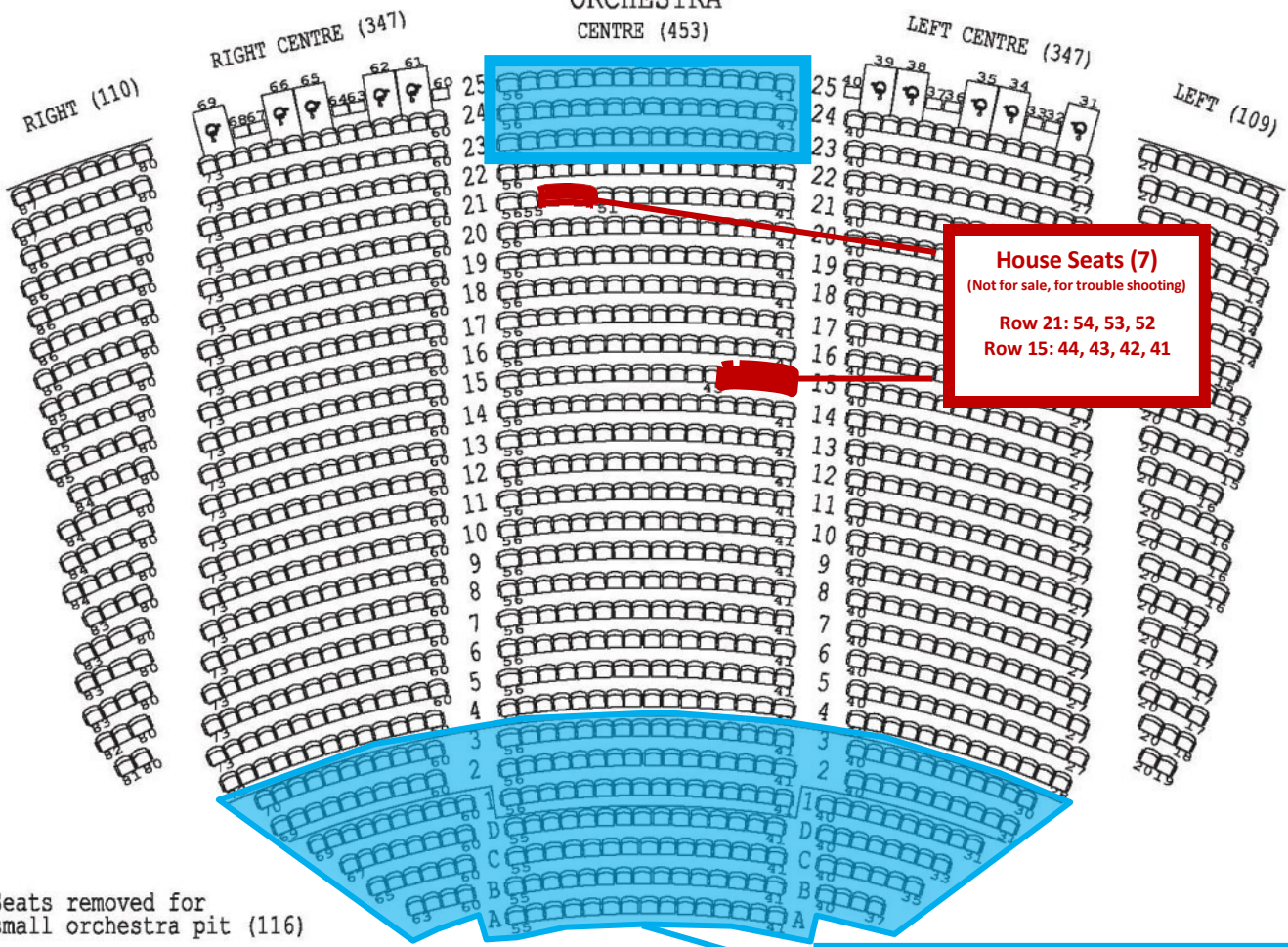
Mixing position notes:

- For an 11' x 8' footprint – 24 seats killed
- For a 19' x 8' footprint – 36 seats killed
- For a 27' x 8' footprint – 48 seats killed (all seats removed)

Note: It's 4 seats in from either end and 8 in the middle.

The blocks are: 41-44, 45-52, and 53-56

ORCHESTRA  
CENTRE (453)



**House Seats (7)**  
(Not for sale, for trouble shooting)

Row 21: 54, 53, 52  
Row 15: 44, 43, 42, 41

Seats removed for small orchestra pit (116)

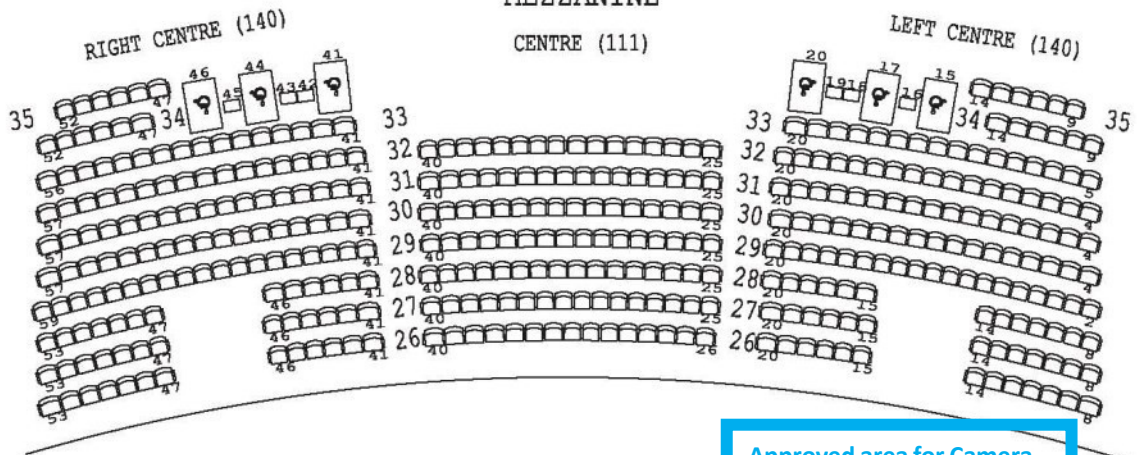
Seats removed for large orchestra pit (116 + 90 = 206)

Orchestra pit (small): Row A-D, Row 1 31-40 & 60-69  
Orchestra pit (large): Row A-D, Row 1-3  
Note: Orchestra pit removal (removal & reset) will be an additional city crew cost

STAGE

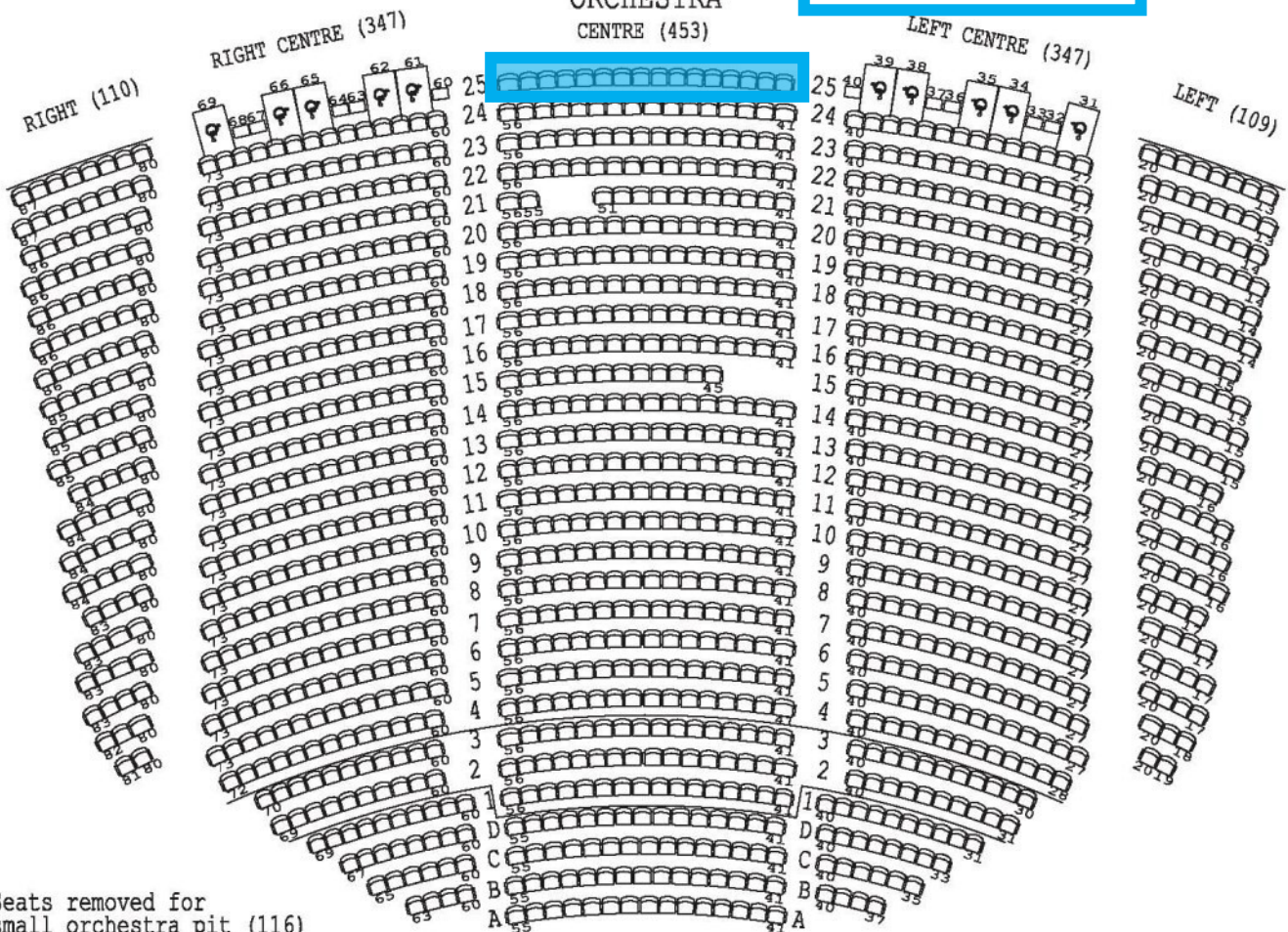


## MEZZANINE



Approved area for Camera,  
video camera with tripods

## ORCHESTRA



Seats removed for  
small orchestra pit (116)

Seats removed for  
large orchestra pit (116 + 90 = 206)

### Camera, video camera with tripods policy:

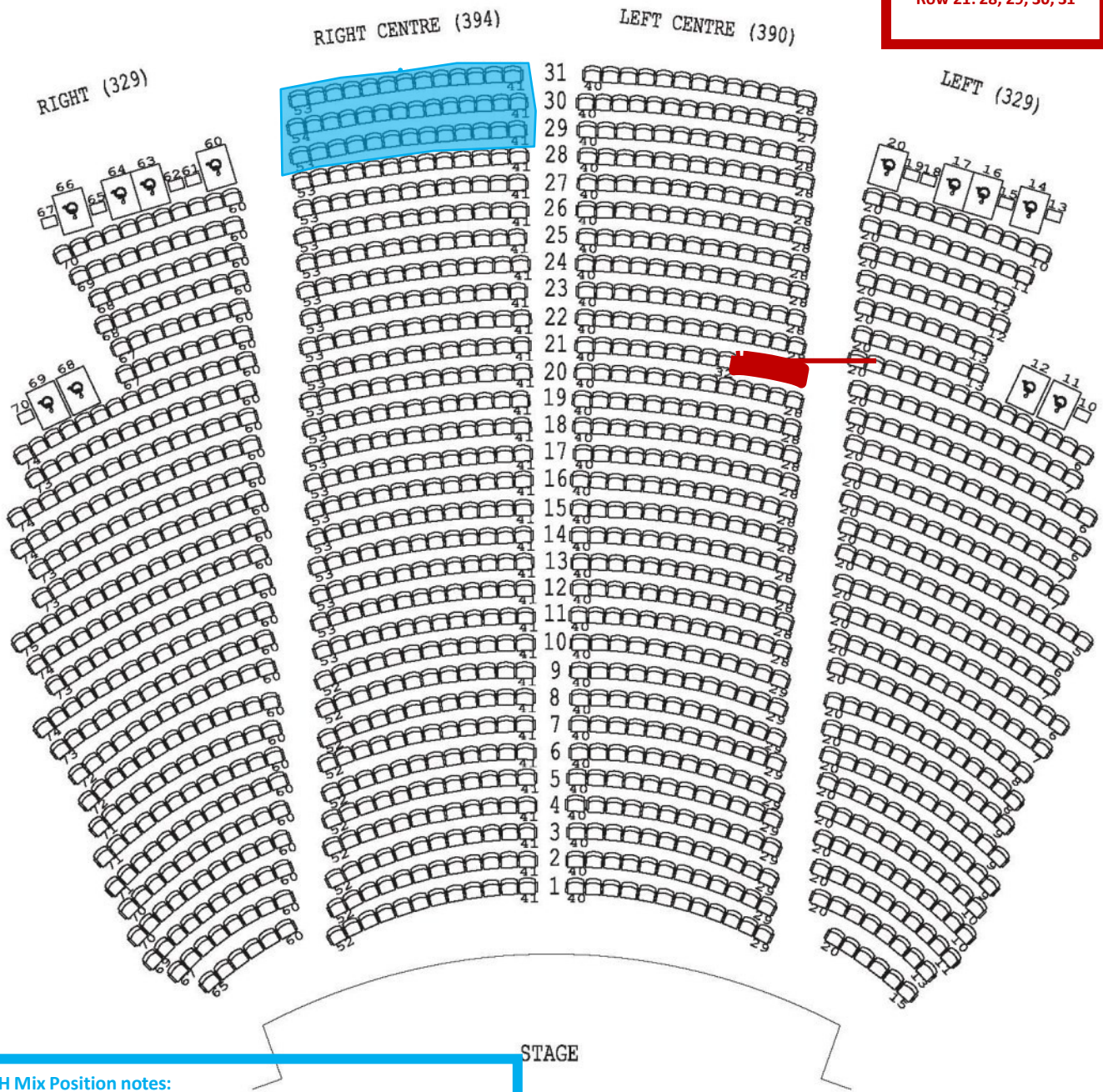
- Event organizers are responsible to set aside spots for tripod set-up
- Tripods are NOT allowed in the aisle and seating area for safety purposes except for approved area
- Monopods are allowed in the seating area
- Please discuss with your Booking & Event Coordinator if you need an special arrangement



# ORCHESTRA

FOH Mix Position

House Seats (4)  
(Not for sale, for trouble shooting)  
Row 21: 28, 29, 30, 31



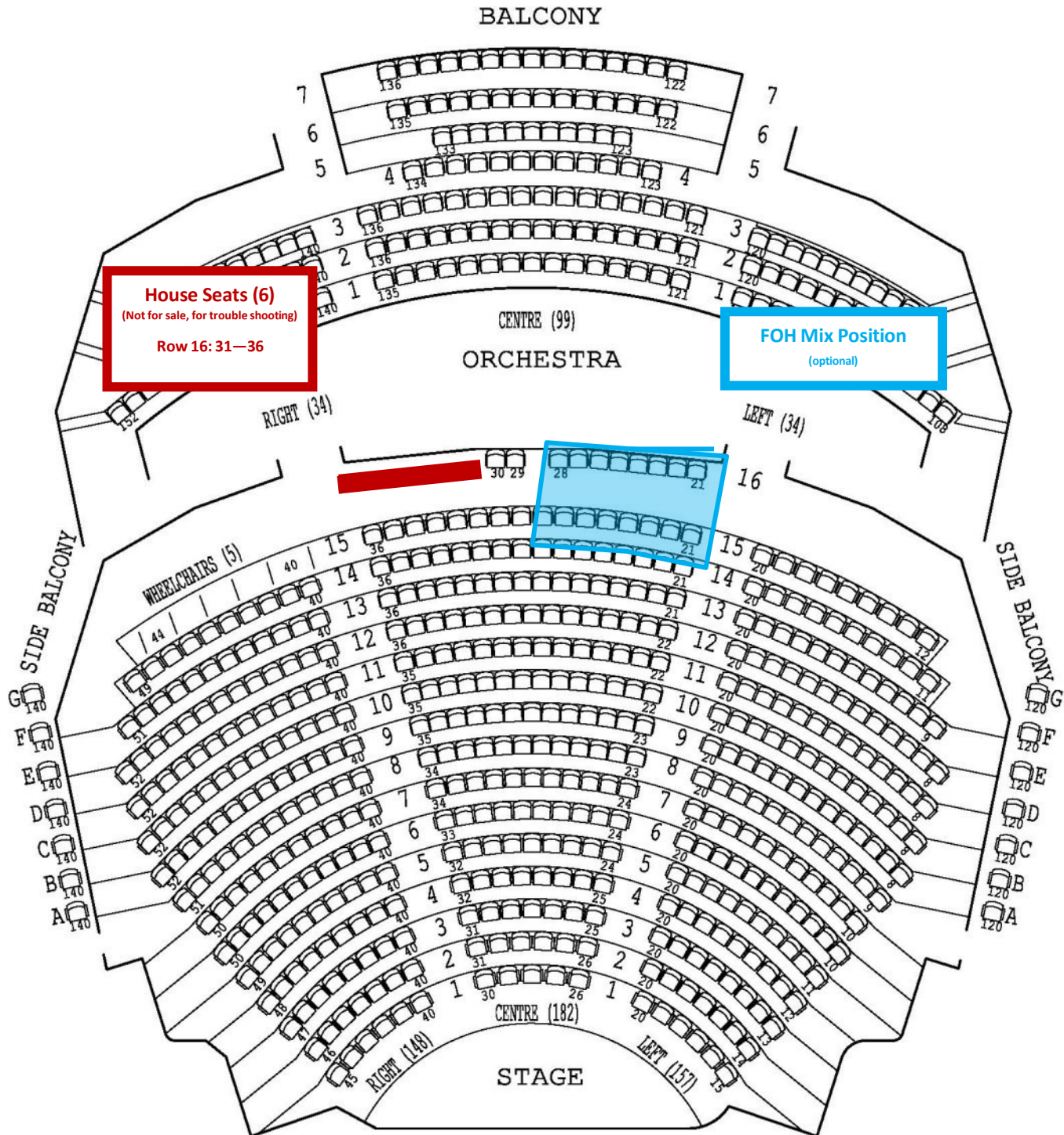
- FOH Mix Position notes:
- Row 29 seats 41-54 inclusive, Row 30 seats 41-54 inclusive & Row 31 seats 41-53 inclusive
  - Audio connection to House system, intercom, and AC power available at that location
  - DMX Dry Lines are also located for lighting



**VANCOUVER  
CIVIC THEATRES**

**Orpheum**  
Vancouver, Canada





**House Seats (6)**  
 (Not for sale, for trouble shooting)  
 Row 16: 31-36

**FOH Mix Position**  
 (optional)

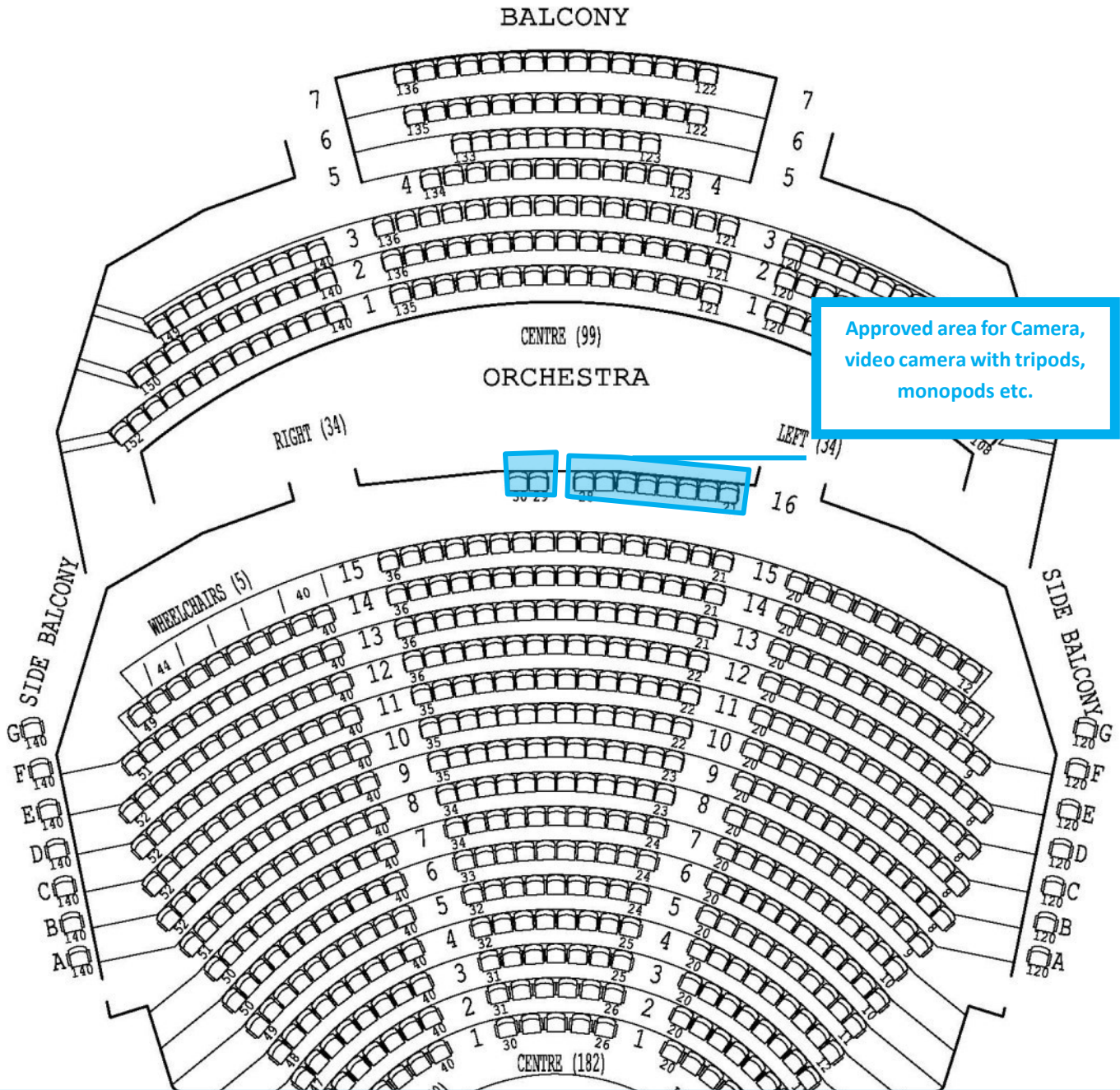
**FOH Mix Position notes:**

- Row 15 seats 21-28 and Row 16 seats 21-28



**VANCOUVER  
 CIVIC THEATRES**

**Vancouver Playhouse**  
 Vancouver, Canada



Approved area for Camera, video camera with tripods, monopods etc.

- Camera, video camera with tripods policy:**
- Event organizers are responsible to set aside spots for tripods/monopods etc. set-up
  - Tripods/monopods/selfie sticks are NOT allowed in the aisle and seating area for safety purposes except for approved area
  - Photographing/videotaping from non-approved area must be handheld
  - Please discuss with your Booking & Event Coordinator if you need a special arrangement



**VANCOUVER  
CIVIC THEATRES**

**Vancouver Playhouse**  
Vancouver, Canada