

Meadowvale Theatre Box Office Information

Tickets/Seating:

All events at Meadowvale Theatre offer either reserved or general admission seating. Meadowvale Theatre prints all tickets for all events at the theatre. All events are ticketed whether the box office service is utilized or not. Free events have complimentary tickets printed. Every patron in the audience chamber, regardless of age, must be accounted for through issuance of a ticket.

On-Line Sales:

Tickets sold through Meadowvale Theatre box office services will be available by phone, at the ticket counter and on-line through our mobile app or our website, mtix.ca. Tickets purchased electronically are subject to a service fee of \$2.26 per ticket charged to the purchaser at the time of sale. All ticket sales including service fees are final.

Refunds/ Exchanges:

Meadowvale Theatre adheres to a non-refundable on ticket purchases. In the event there is more than one performance of the same show, a ticket may be exchanged for another time or date of the same show and is subject to an exchange fee of \$1.25 per ticket. Tickets must be returned to the box office before an exchange can take place.

Box Office Fees

The Community Access Fund (CAF) is a fund to support theatre programs and program development at Meadowvale Theatre. Funding for the CAF is gained through a \$1.50 surcharge per ticket sold. Taxes and commissions are not payable on CAF contributions.

There is no CAF charge on complimentary tickets or tickets left unsold. Each ticket printed, including those that are complimentary, is subject to a \$0.20 printing charge.

There is a six percent commission charged on the net ticket sales sold through Meadowvale Theatre box office services including online sales. This fee does not apply to clients who wish to sell their own tickets.

Box Office Hours:

The box office is open from 12:00 to 3:00 p.m., Monday to Saturday (except on holidays, holiday weekends and seasonal down times). In addition, the box office is open one and a half hours prior to each performance and remains open for 30 minutes after the show starts. Online and mobile app sales are available 24 hours, seven days a week.

Accessibility

The City of Mississauga is committed to implementing, maintaining and enhancing accessibility with respect to employment and the use of City goods, services, programs and facilities in a timely manner for all persons with disabilities in a manner that: respects their dignity and independence; ensures reasonable efforts are made to provide an opportunity equal to that given to others; and allows persons with disabilities to benefit from the same services, in the same place, and in a similar way to others, to the greatest extent possible. **As such, Meadowvale Theatre box office staff may issue a complimentary ticket to your production for a support person accompanying a person with a disability.**

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Codes and legislation governing Meadowvale Theatre include but are not limited to Provincial Fire, Building, and Health & Safety documents.

BOX OFFICE FORM

Please complete the following forms and return them to Meadowvale Theatre to the attention of Nidhi Khanna-Supervisor, Theatre Client Services. We suggest you retain a copy for your records.

Nidhi Khanna – Supervisor, Theatre Client Services

6315 Montevideo Road Ph: (905) 615-4720 ex 2586

Mississauga, ON L5N 4G7

Fax: (905) 615-4721

Email: nidhi.khanna@mississauga.ca

*** We require these forms to be returned at least six weeks prior to the show date.**

Contact Information

Organization: _____

Contact Name: _____ Tel (D) _____ (N) _____

Ticket Information

Name of Event (title on ticket): “ _____ ”

PLEASE SPECIFY WHEN TICKETS WILL GO ON SALE: (Date) _____

Will you be selling your own tickets? Y / N

Will you be using the Meadowvale Theatre Box Office: Y / N

	Performance Day (Mon, Tues, Wed, etc.)	Performance Dates MM/DD/YY	Time(s) AM/PM
1			
2			
3			
4			
5			
6			

Ticket Prices:

**Advertised/Final Price
(including HST if applicable)**

Seating: (check one only)

ADULT \$ _____

General _____ Reserved _____

SENIOR (65+) \$ _____

STUDENT \$ _____

CHILD (12 & under) \$ _____

*** Meadowvale Theatre will collect HST on your behalf if instructed to do so. Please include this amount in your final price. Your organization will be responsible for remitting HST to Revenue Canada.**

****Please Note: Fire & Safety Regulations require all members of the audience to have a ticket, including babies and children.**

Are you videotaping the performance? YES NO

If yes, who is your videographer? _____

Are portable house stairs being used? (extra charge) YES NO

If yes, One side ____ OR Two sides ____

Are you going to be using the Rehearsal Hall? (extra charge) YES NO

Held Seats:

All on hold seats remain held until the show's producer or designated other (as named in the first section of this form) authorizes the box office to release the seats for sale. If you know the date you would like your held seats released, please print it here, otherwise these seats will remain on hold and unavailable for sale until the box office is otherwise instructed.

Do you require any seats to be put **on hold** and not sold when tickets go on sale? For example, seats for sponsors, judges, event producer, etc? ____Yes ____No

of seats _____ seat location _____

Release date _____

***Please note: **Row 'G' seats on either side of the audience chamber are accessible seats (G 3-8 and G 25-30)**

Do you require any COMPLIMENTARY (Comp) tickets for your event? Yes ___ No___

If yes, how many would you like printed and for what seat location in the theatre would you like? All complimentary tickets are printed with a price of \$0.00 on them.

For:	#of tickets	Seat Location	Performance
(Eg, Mary Smith)	(2)	(E 11, 12)	(Wed, Dec 14 th at 8pm)
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Production Information:

Please provide a description of your event and any other information that would assist box office staff when answering inquiries. This information will also be posted on our website when tickets go on sale.

Length of Program (excluding intermission): _____

of intermissions: _____ length: _____ expected attendance: _____

*The standard intermission is 20 minutes in duration.

Is your event suitable for Children 0-12yrs Yes No

12 to 17 yrs
Adults (18 yrs +)

Yes
Yes

No
No

Do any of the following apply to this event: profane language ____ loud noises (ie gunshots) ____ fog/hazer effects ____

Non- Profit charitable registration # (if applicable)_____

S.O.C.A.N. Your organization's S.O.C.A.N. License # _____

If you do not hold a S.O.C.A.N. license, Meadowvale Theatre will pay the royalty charges (3.0% of net box office receipts or \$35 minimum, whichever is greater) on your behalf, and deduct this amount from your final settlement. NOTE: This does not apply to musical theatre performances.

C.M.R.R.A. If required, please submit licensing forms from C.M.R.R.A. (416.926.1966) to Meadowvale Theatre.

CAF Meadowvale Theatre's Community Access Fund of \$1.50 per ticket must be incorporated into the base ticket price (HST is not charged on CIF, nor is commission).

I hereby consent to serve as a Contact Person and Referred Contact Person between Meadowvale Theatre and

(Name of Organization)

I understand that I will provide Meadowvale Theatre with my name, address and telephone number. I hereby consent to the release of my name and telephone numbers to the public by Meadowvale Theatre.

Name: _____

Address: _____

City: _____

Postal Code: _____

Home # _____

Business # _____

Email Address: _____

Meadowvale Theatre Front of House Information

Special front of house requirements should be submitted in writing and if elaborate, should be discussed with Nidhi Khanna at least three weeks in advance of opening. Meadowvale Theatre provides a mandatory minimum of three mandatory ushers for all performances. Volunteer ushers are welcome in addition to theatre staff.

***Front of House contact the day of the performance: _____

Lobby Display Yes No

Souvenir Sales Yes No

Please note, Meadowvale theatre charges a 15% commission on all souvenir sales payable on the day of the event. This fee applies to anything sold including but not limited to flowers, CDs, photos and videos.

Reception / Lobby Area

Tables (3'x 6") and chairs are available for your convenience at no extra charge. We **do not** provide table skirts or clothes. You are required to bring your own table coverings.

Meadowvale Theatre provides a cash bar service for the convenience and comfort of your patrons. The Ontario Liquor License Act and its regulations and limitations apply.

Food and Drink

Food cannot be brought into the lobby for service. Customers may purchase concessions items from the bar only.

No food is allowed in the audience chamber. Outside food may served and consumed in the Rehearsal Hall at an extra cost.

No contained beverages can be brought into the lobby for service. This includes canned or bottled pop or juice, tetra boxes and juice packs. All refreshments are to be purchased through the theatre with arrangements made prior to the event. Dispensable beverages, i.e. punch bowls or juice dispensers, are allowed provided they are not the same as the products sold by Meadowvale Theatre.

COFFEE/TEA SERVICE:

Meadowvale Theatre offers a coffee/tea service for purchase, should you wish to offer this to your patrons. This service will be added to your final settlement for an additional charge. This service includes cups, creams, milk, sugar and stir sticks.

I wish to purchase a coffee/tea service from Meadowvale Theatre ____Yes____No

I would like to request 50 cups ____ 100 cups ____ 150 cups____ 200 cups ____.

I will be bringing in dispensable beverages for service. ____Yes ____No

RECEPTIONS/SPECIAL EVENTS:

We welcome the opportunity to host your next special event and have customized pricing options available depending on the type of event and the number of people in attendance. For more information, please contact Nidhi Khanna, Supervisor

of Client Services.

I have read and understood the box office and front of house policies and procedures and agree to accept the terms and conditions.

Signature: _____ **Date:** _____