



TICKET CENTER SERVICES

Tickets for events in our facilities are sold through all three PCPA Box Offices; will-call services are available at the performance venue.

PCPA BOX OFFICE: 1111 SW Broadway and Main

Open Monday - Saturday 10 to 5

Open two hours prior to curtain through one-half hour after curtain on performance days

KELLER BOX OFFICE: SW 3rd at Clay

Open two hours prior to curtain through one-half hour after curtain on performance days

ARLENE SCHNITZER CONCERT HALL BOX OFFICE: SW Broadway at Main Street

Open two hours prior to curtain through one-half hour after curtain on performance days

Telephone orders are accepted at the PCPA Ticket Center **only** for hearing impaired patrons and wheelchair patrons. All other telephone sales will be handled through the contracted automated ticket agent's telephone center (TicketMaster/TicketsWest).

TICKET ORDERING

Tickets may be put on sale for an event after the Limited License Agreement (contract) has been signed and returned with the required deposit. Ticket sales must be initiated and set up through PCPA's Ticket Center. When the event set-up is complete, ticketing verification will be sent to you for approval. This verification must be signed and returned to the PCPA Ticket Center at least three days prior to the on-sale date. You will need to provide the following information in advance:

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| <input type="radio"/> Agency (Ticketmaster or TicketsWest) | <input type="radio"/> Contact name, phone, fax and email |
| <input type="radio"/> Event name, date, time | <input type="radio"/> On-sale date |
| <input type="radio"/> Ticket prices/price scales | <input type="radio"/> Coupons, discounts, group sales, specials |
| <input type="radio"/> Licensee ticket holds (comps, fan clubs) | <input type="radio"/> General information (running times, line-up, type of show) |

The Portland Center for the Performing Arts maintains full control of ticket sales and revenues for events held at its venues. All tickets must be sold at PCPA box offices or at MERC-contracted outlets.

TICKET PRICING

You will need the following information to set your ticket prices:

TICKET PRICE: This is the dollar value of each ticket. Ticket pricing will be rounded up or down to the nearest \$.25. Published ticket price must include 6% User's Fee.

USER'S FEE: This amount is 6% of the base ticket price with a minimum of \$2.25 per ticket. Prices \$39.75 & under are at the \$2.25 rate. It is retained by MERC regardless of purchase method or location. The User's Fee does not apply to complimentary tickets below 10% of the house or unsold tickets. The User's Fee must be included in the advertised ticket price.

SERVICE CHARGE: This amount is added to the ticket price of all tickets sold. Service charges are paid by the ticket purchaser and retained by the outlet where tickets are purchased. Service charges for PCPA and outlet tickets range from \$3.50 to \$10.00 per ticket based on ticket price. Service charges for tickets over \$100 will be determined by PCPA and ticketing agency. Telephone and internet orders have a higher service charge and include a per order handling charge.



TICKETING AGENCY

Ticketed events will be required to use one of two ticketing agencies. Ticketing for the Arlene Schnitzer Concert Hall or the Keller Auditorium require the use of Ticketmaster. When renting Newmark Theatre, Dolores Winningstad Theatre or Brunish Hall, clients have the choice of Ticketmaster or TicketsWest. Basic User's Fee and service charges are set by the PCPA (see definitions in Pricing section); TicketsWest and Ticketmaster will have additional charges. Contact the agencies below for additional information.

TICKETSWEST: Locations throughout Oregon and Southwest Washington. Contact: 503-224-0368

TICKETMASTER: Locations throughout Oregon and Southwest Washington. Contact: 503-274-1550

PCPA BUSINESS OFFICE: 503-248-4335

PCPA BOX OFFICE: 503-248-4335

PCPA BOX OFFICE FAX: 503-274-6553

PCPA BOX OFFICE E-MAIL: ron@pcpa.com

VISA/MASTERCARD AND CHECKS

Licensee is responsible for the credit worthiness of all checks and credit cards. When Visa and Mastercard are used, there is a 3.5% charge to the Licensee. This amount will be invoiced at settlement. PCPA may also deduct for credit card charges and other fees charged by the selected ticketing agency.

LABOR CHARGES

Licensee is responsible for reimbursement of ticket service labor charges which include a supervisor and seller. Labor charges will be invoiced on the final event settlement. (See Rental Rates/Labor Charges.)

PCPA STANDARD HOLDS

PCPA places standard seats on hold for all events. These holds include sound, general manager, wheelchair, hearing impaired, and trouble-seat locations. Maps with locations of holds will be furnished to you upon request.

COMPLIMENTARY TICKETS

Licensee is allowed up to 10% of seating capacity for complimentary tickets, with a maximum of 200, for promotional purposes. Tickets are taken from the original manifest and signed out to the Licensee by PCPA Ticket Center. Licensee must contact the Ticket Center with the complimentary ticket orders at least 24 hours prior to pick up.

TICKET REFUNDS AND CANCELED EVENTS

Ticket refunds will be given at the sole discretion of MERC management when it is in the best interest of retaining the public faith. This includes, but is not limited to, equipment failure, failure of the act to perform within reasonable time of the scheduled performance, and canceled events. Refunds, which include the User's Fee and service charge, will be available at place of purchase for 60 days. After 60 days, refunds are only available through the PCPA Ticket Center. PCPA will charge the Licensee for staff to provide refunds the evening of the canceled event and will retain 5% of total sales for providing additional refunds.

ADVERTISING

PCPA requires that the User's Fee be included in the total advertised ticket price and that a disclaimer "All tickets subject to service charges" be included in all advertising and publicity. PCPA also requires that the PCPA Box Office be listed in all print, radio and television advertisements.

TICKETSWEST EXAMPLE:

Tickets available at **PCPA Box Office, SW Broadway & Main Streets, and all TicketsWest outlets** or charge by phone **503-224-8499**. All tickets subject to service charges.

TICKETMASTER EXAMPLE:

Tickets available at **PCPA Box Office, SW Broadway & Main Streets, and all Ticketmaster outlets, online (www.ticketmaster.com)**, or charge by phone **1-800-745-3000**. All tickets subject to service charges.