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## PARAMOUNT THEATRE BOX OFFICE AGREEMENT (OPTIONAL)

**NOTE: Signature of the Paramount Theatre Box Office Agreement includes acceptance of all policies herein. All rates are subject to change without notification, and nothing is considered final until a completed and signed Rental Agreement, Box Office Agreement, IRS Form W-9 and rental deposit are received by the Paramount Theatre.**

### Box Office Services

1. The Paramount Theatre, henceforth doing business as the PT Box Office will:
  - A. Be open during the published hours of Monday-Friday, 9am-12pm and 1pm-5pm for the purpose of promoting and selling tickets. (The Box Office will be closed on City of Goldsboro Holidays, except by special arrangement.) The Box Office is located on the first floor of the Paramount Theatre at 139 S. Center Street, Goldsboro, NC 27530.
  - B. Maintain a 24-hour message system.
  - C. Return messages regarding ticket purchases by the close of the next business day.
  - D. Process ticket orders within 24 hours. This excludes ticket orders received before the announced opening date of ticket sales.
  - E. Maintain an up-to-date listing of ticket purchasers for all events and seat assignments for reserved seating events.
  - F. Accept VISA/MasterCard/Discover/American Express credit cards by phone, online and walk-in purchases (see 'Box Office Fees' below). Online ticket purchasing software will be available 24/7 through eTix. eTix will be accessible through The Paramount Theatre's website, [www.goldsboroparamount.com](http://www.goldsboroparamount.com).
  - G. Begin tickets sales on the date specified by the Renter, and agreed to in writing in this agreement by the PT Box Office.
  - H. Provide Renter with payment via check and provide an itemized statement reflecting tickets sold and fees retained within 5-10 business days after the date of the last ticketed event. Payment cannot be issued without a completed and signed Box Office Agreement and IRS Form W-9.
  - I. Hold all tickets processed by phone at will call where they will be available prior to the event. Tickets may be mailed to ticket purchaser by request for an additional \$1.00 fee. This fee will be charged directly to the ticket purchaser.
  - J. It is the policy of the PT Box Office that all ticket sales are final and no refunds are given unless an event is cancelled.

## **Box Office Fees**

1. The Paramount Theatre Box Office will retain the following fees from ticket sales:
  - A. Ticket Sale Fee:  
10% of gross sales on all tickets sold through the PT Box Office. This fee covers the cost of ticket stock, printing of tickets and credit card processing fees. This fee is not applicable to ticket sales on the night of each event if Option One is selected (See 'Renter Responsibilities for Box Office Use: Option One – Renter Provides Staff').
  - B. Set-up Fee:  
There will be a one time \$50.00 set up fee for the event. This fee is in addition to the Ticket Sale Fee. One set-up fee will be charged per run-of-show, regardless of the number of individual events included (i.e. a Friday/Saturday/Sunday event).
  - C. Unsold/Complimentary Ticket Fee:  
\$0.25 will be charged for each unsold and/or complimentary ticket that is printed through the PT Box office. This fee covers the cost of ticket stock and printing of tickets that are not covered in item A above. Tickets can be printed and made available to Renter's Box Office Staff by the close of the business day during regular Box office hours if Option One is selected (See 'Renter Responsibilities for Box Office Use: Option One – Renter Provides Staff'). Printing unsold tickets is required for reserved seating.
2. Ticket Prices including special discounts will be set by the Renter. Additional discounts may not be added after each event has been set-up for ticket sales.
3. All Ticket fees will be deducted from the gross ticket sales made by the PT Box Office. Ticket Fees must be paid in advance when 25 or more Unsold/Complimentary Tickets are printed when there are insufficient funds made by ticket sales to cover ticket fees.

## **Renter Responsibilities for Box Office Use: Option One – Renter Provides Staff**

1. The Renter will staff the Box Office at each event and must agree to the following:
  - A. The Renter will supply its own staff and cash box.
  - B. The Box Office will be staffed by at least two individuals.
  - C. The Box Office will be set up and staffed at least one hour prior to open curtain and will remain staffed for at least 15 minutes after the start of the event to handle late-comers.
  - D. The Paramount Theatre credit card system will not be available.
  - E. All checks accepted at the door will be made payable directly to the Renter.
  - F. The PT Box Office will supply the Renter's Box Office staff with an alphabetized listing of the names and seat assignments (if reserved seating) of all ticket holders for each event
  - G. The PT Box Office will supply the Renter's Box Office staff with all paid reserved tickets held at Will Call as well as all unsold tickets printed for each event .
  - H. In the case of a multiple-night event, the Renter's Box Office staff will only receive the listings, tickets held at Will Call, and unsold tickets printed, applicable to that evening's event. Tickets to subsequent events will be available from the PT Box Office during regular Box Office hours. Tickets for Saturday and Sunday events will be made available by the end of the business day on Friday.

### **Renter Responsibilities for Box Office Use: Option Two – Paramount Provides Staff**

1. The Paramount will provide staff for the Box Office at each event, and the Renter must agree to the following:
  - A. The Box Office will be staffed by at least one Paramount Theatre Box Office Manager at a cost of \$25.00 per hour per individual.
  - B. The Box Office will be set-up and staffed at least one hour prior to open curtain and will remain staffed at least 30 minutes after the start of the event to handle late-comers. Additional hours may be requested by the Renter. The PT Box Office advises that the Box Office be staffed for a minimum of 1 ½ (one and one half) hours per each event.
  - C. The Paramount Theatre credit card system will be available. Regular Ticket Sale Fee applies (See 'Box Office Fees – Ticket Sale Fee').
  - D. All checks accepted at the door will be made payable directly to the City of Goldsboro/Paramount Theatre.
  - E. All complimentary and held tickets must be processed before box office hours begin on the day of the event. Complimentary tickets will not be resold if not claimed. Held tickets must be paid for before being processed.

### **Renter Responsibilities to Paramount Theatre Box Office**

1. The Renter agrees to:
  - A. Provide the PT Box Office with accurate ticketing and event information at least one week prior to the scheduled date for tickets to go on sale. This includes the use of complimentary tickets and held tickets if using Option Two (See 'Renter Responsibilities for Box Office Use: Option Two – Paramount Provides Staff, Item E.').
  - B. Provide a general description of the event including length, any intermissions, special effects (strobos, gun shots, smoke, dry ice, etc.), adult language or situations, suggested appropriate audience (family, adults only, young children and adults, etc.) and any information that would be considered pertinent by a potential patron.
  - C. Pay charges for checks returned for insufficient funds.
  - D. If an event, for any reason, is cancelled, the Renter will be responsible for paying any additional fees or charges associated with refunding ticket sales.

**Policy for Seating: The Paramount Theatre Box Office strongly advises Renters to use reserved seating due to the handicap requirements of some patrons. However, at the Renter's request, the box office will sell general admission seating.**

Renter signature below indicates that Renter has read and agrees to the above policies. Please choose Option One or Option Two for providing Box Office Staff. "\*"Indicates information required in order to issue payment.

*Name of Organization or Individual:			
*Is the Organization above a Minority Owned Company? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A (Individual)			
*Federal Tax ID# or Social Security #:			
*Mailing Address:			
*City, State and Zip:			
Phone Number(s)			
Title of Event:			
Event Dates & Times:			
Ticket Text (Tickets have 5-7 lines of 25 spaces each for event information)			
Line 1	<input type="text"/>	<input type="text"/>	<input type="text"/>
Line 2	<input type="text"/>	<input type="text"/>	<input type="text"/>
Line 3	<input type="text"/>	<input type="text"/>	<input type="text"/>
Line 4	<input type="text"/>	<input type="text"/>	<input type="text"/>
Line 5	<input type="text"/>	<input type="text"/>	<input type="text"/>
Line 6	<input type="text"/>	<input type="text"/>	<input type="text"/>
Line 7	<input type="text"/>	<input type="text"/>	<input type="text"/>
Ticket Type:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Ticket Price:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date to begin ticket sales:			
Renter Responsibilities: Providing Staff <input type="checkbox"/> Option One (Renter) <input type="checkbox"/> Option Two (Paramount)			
<input type="checkbox"/> Reserved Seating	Print Name:		
<input type="checkbox"/> General Admission			
Date:	Signature:		

Additional information/common questions to the Box Office:

How long will the event last?

Is there an intermission?

Will refreshments be served? What type?

What ages is the event appropriate for?

Who can be contacted for more detailed information on the event?