



139 South Center Street, Goldsboro, NC 27530
Post Office Drawer A, Goldsboro, NC 27533



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PARAMOUNT THEATRE BOX OFFICE SERVICE AGREEMENT (OPTIONAL SERVICE)

NOTE: Signature of the Paramount Theatre Box Office Service Agreement includes acceptance of all policies herein. All rates are subject to change. Tickets cannot be sold until a completed and signed Reservation Agreement, Box Office Service Agreement, and non-refundable rental deposit are received by the Paramount Theatre. In order to receive payment after the event, first time users of the Box Office Service must also provide a completed IRS Form W-9 and AFFIDAVIT of COMPLIANCE with N.C. E-Verify Statutes form from the City of Goldsboro. An updated W-9 and Affidavit is required if there is a change in the organization or individual that is being issued payment.

Venues

The Paramount Theatre Box Office is available to sell tickets under this agreement for the following venues:

1. Paramount Theatre - 139 South Center Street, Goldsboro, NC 27530
2. ACME Theatre / Zwierling Performing Arts Center (ZPAC) - 111 South Center Street, Goldsboro, NC 27530
3. Wayne County Museum - 116 North William Street, Goldsboro, NC 27530
4. Select other Downtown Goldsboro events/venues (contact Paramount Theatre staff for details)

Basic Box Office Services

The Paramount Theatre, henceforth doing business as the PT Box Office will:

1. Be open to the public during the published business hours of Monday-Friday, 9am-12pm and 1pm-5pm for the purpose of promoting and selling tickets offered through the PT Box Office. The Box Office will be closed on City of Goldsboro holidays except by special arrangement. The Box Office is on the first floor of the theatre located at 139 S. Center Street, Goldsboro, NC 27530.
2. Maintain a 24-hour message system.
3. Return messages regarding tickets by the close of the next business day.
4. Process ticket orders within 24 hours excluding ticket orders received before the indicated start date of sales.
5. Maintain an up-to-date listing of ticket purchasers for event and seat assignments for reserved seating events.
6. Accept VISA/MasterCard/Discover/American Express credit/debit cards by phone, online and walk-in purchases.
7. Online ticket purchasing will be available 24/7 through Vendini Ticketing and will be accessible through the Paramount Theatre's website; www.GoldsboroParamount.com.
8. Begin tickets sales within two (2) business days of receiving this agreement or on the date specified in this agreement.
9. Provide Renter with payment via check issued from the City of Goldsboro finance department and 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 IRS Form W-9.
10. Hold tickets processed by phone at will-call, where they will be available during published business hours or an hour prior to the start time of the event. Tickets may also be mailed directly to the ticket purchaser by request for an additional \$1.00 mailing fee. This fee will be charged directly to the ticket purchaser.
11. Collect and report all necessary taxes on admission prices. Most events in Wayne County are subject to a 6.75% admissions tax as of January 1, 2014. The PT Box Office rolls tax into the overall ticket price (*i.e. a \$16.00 admission price results in a \$14.99 ticket plus \$1.01 sales tax*). Please contact the PT Box Office staff for full details on sales tax.
12. 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. Exchanges for a different performance of the same event are allowed; however, exchanges will not be allowed after the original event date has passed.

PT Box Office Ticket Pricing and Fees

1. The PT 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 up to \$2.50 per ticket.
 - 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 (1) set-up fee will be charged per run-of-show or run-of-season, regardless of the number of individual events included as long as all events are set-up for sale at the same time (*i.e. a Friday/Saturday/Sunday event or a set season of shows*).
 - C. **Complimentary Ticket Fee:** \$0.25 will be charged for each complimentary ticket that is printed through the PT Box office.

2. Ticket prices, including special discounts, will be set by the Renter and should be flat dollar amounts with tax included. Additional discounts or other changes may be added if submitted in writing after the event has been set-up for ticket sale.
3. Ticket fees will be deducted from the gross ticket sales made by the PT Box Office. Ticket fees must be paid in advance when over 25 Complimentary Tickets are printed before there are sufficient funds made by ticket sales to cover ticket fees.
4. Our ticket provider, Vendini, charges a separate fee for online ticket sales. This fee is paid directly by the ticket purchaser and is collected directly by Vendini, not by the PT Box Office or the Renter. The fee is displayed as the "Ticket Operation Fee" during the online checkout process. This fee only applies to sales made online and does not apply to sales made in-person at the PT Box Office or over the phone. The Ticket Operation Fee is charged on top of the ticket price and equals the following:

Ticket Price	Per Single Ticket Fee	Package Per Ticket Fee (if ticket is sold as part of an online package)
\$0.00	\$0.35	\$0.35
\$0.01 - \$10.00	\$1.50	\$0.75
\$10.01 - \$19.99	\$2.50	\$1.25
\$20.00 - \$29.99	\$3.50	\$2.50
\$30.00 - \$39.99	\$4.50	\$3.50
\$40.00 - \$49.99	\$5.50	\$4.50
\$50.00 - \$59.99	\$6.50	\$5.50
\$60.00+	\$7.50	\$6.50

PT Box Office at the Event

1. For events held at the Paramount Theatre venue, the PT Box Office 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 one PT Box Office Manager at a cost of \$25.00 per performance. PT Box Office staff will be available approximately one hour prior to and a one half hour after curtain time (i.e. Box Office will be open from 6:00pm to 7:30pm for a 7:00pm event). Additional hours may be requested by the Renter at a rate of \$25.00 per hour.
 - B. It is suggested that the Renter provide one volunteer to assist in distributing tickets held at will-call.
2. For events not held at the Paramount Theatre venue, the PT Box Office will not provide staff for the Box Office at each event, and the Renter must provide their own Box Office staff.
 - A. The Paramount Box Office system will not be available at other venues to accept credit and debit cards.
 - B. Renter must provide their own cash and/or equipment to accept credit and debit cards at other venues.
 - C. Renter is responsible for the collection and remittance of applicable sales, use or privilege tax on all admissions tickets not sold directly by the PT Box Office unless arrangements are made with the Paramount Theatre Staff.

Renter Responsibilities to Paramount Theatre Box Office

The Renter agrees to:

1. Provide the PT Box Office with accurate ticketing and event information at least one month prior to the scheduled event; this includes the use of complimentary tickets and held tickets.
2. If an event is cancelled, for any reason, the Renter will be responsible for paying any additional fees or charges associated with refunding ticket sales including, but not limited to the \$50.00 setup fee, 3.5% of all refunds issued by credit/debit card, and \$0.25 per ticket sold.

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.

Admissions Tax: Effective January 1, 2014, N.C. Gen. Stat. § 105-164.4(a)(10) imposes an admissions tax on all events held at the Paramount Theatre with the exception of a very limited number of nonprofit events. The tax as of January 1, 2014 is 6.75% (4.75% State Tax and 2% County Tax). Prices for tickets sold through the PT Box Office should reflect taxes included (i.e. a \$16.00 admission price results in a \$14.99 ticket plus \$1.01 sales tax). The PT Box Office assumes responsibility for collecting and reporting admissions tax for all tickets sold through the PT Box Office. If the PT Box Office service is not used or additional tickets are sold by Renter, Renter is responsible for collecting and reporting all taxes. Please answer questions at the top of the next page accurately in order to determine if the event is exempt from the admissions tax.

1. Is your event being sponsored solely by a nonprofit entity that is exempt from tax under Article 4 of Chapter 105? (i.e. a 501(c)3 nonprofit)

- ### Ticket Information

Renter signature above indicates that Renter has read and agrees to the above policies. Tickets cannot go on sale without a fully completed form.

Additional information for the Box Office

Length of Event: _____

Will an intermission be held?

☐ Yes: Length: _____

☐ No

What ages is the event appropriate for? _____

Will refreshments be served?

☐ Yes: Type: _____

☐ No

Website (if available): _____

Facebook Page (if available): _____

Please note that the Paramount cannot access or share information on personal Facebook pages. In order to share pages or statuses, the Facebook account must be a Business, Organization, or Artist Page with "Likes," not "Friends."

Twitter (if available): _____

Event Description (Please attach or provide below an approximately 200-500 word synopsis/description of the event):

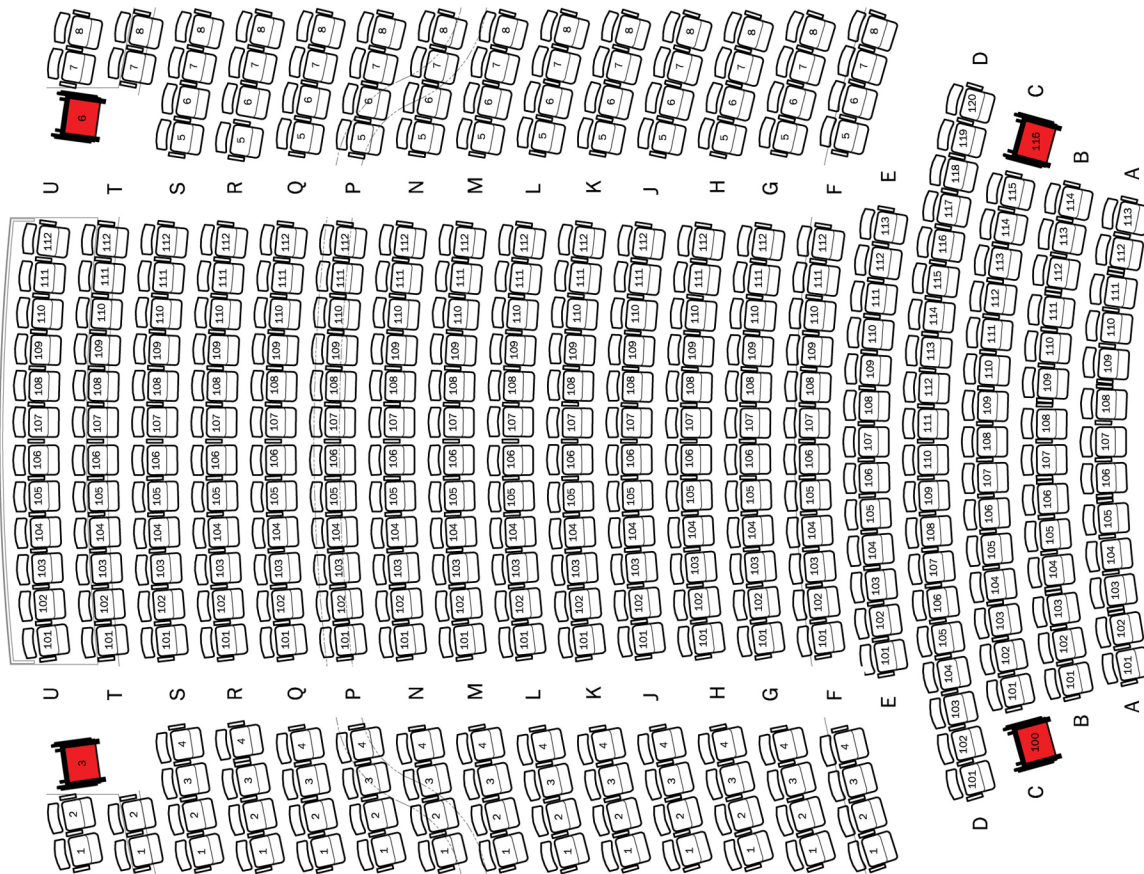
Who can be contacted for more detailed information on the event?

Name: _____ Contact Telephone Number: _____

If your event is reserved seating, please use this sheet to mark any seat holds. If you have multiple dates/times with different seat holds, please use multiple sheets and make a note of the date/time on each sheet in the area provided below. Please be sure to mark out row A and/or B if either row is being removed for your event (i.e. for an orchestra or judge's space)

PARAMOUNT THEATRE SEATING CHART - FLOOR/MEZZANINE

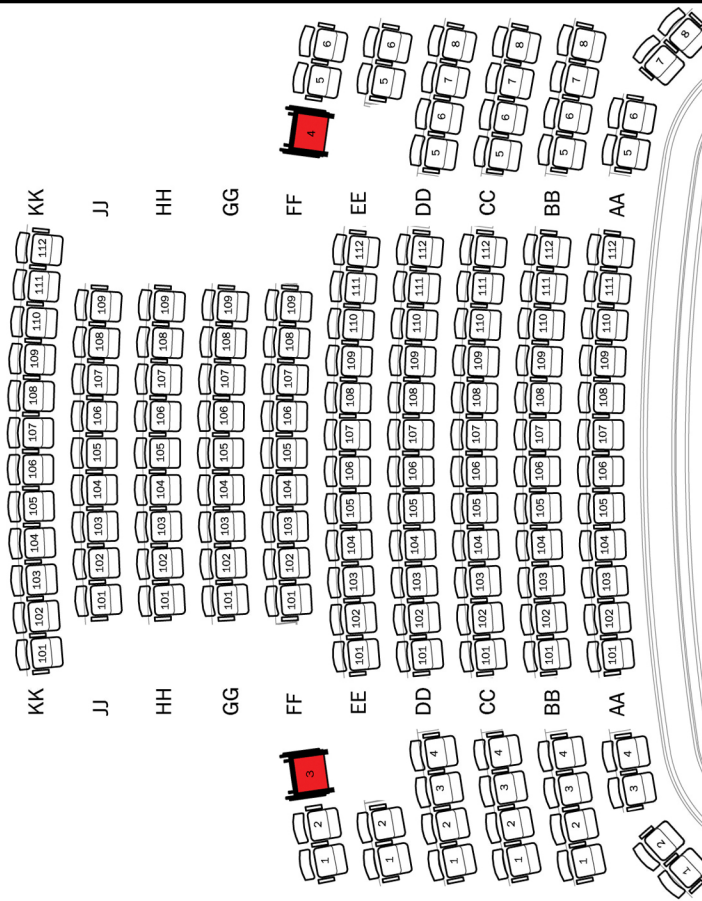
 - WHEELCHAIR ACCESSIBLE SEATING



STAGE

PARAMOUNT THEATRE SEATING CHART - BALCONY

 - WHEELCHAIR ACCESSIBLE SEATING



STAGE

Seat Holds

Event: _____

Event Date: _____

Event Time: _____