

# Morpheus Theatre

## Community Box Office Services

Morpheus is pleased to offer the following Box Office Services:

### **Pre-Printed Tickets Only**

- Custom designed ticket face
- Available fields:
  - Organization name, event name, playwright, venue name, contact number & website, dates & times, price, general or assigned seating, tracking number

### **Fees:**

- Set up fee                      \$25.00 / hour (Minimum charge of 1 hour)
- Ticket printing                \$0.25 / ticket (includes at-door, comps, and vouchers)

### **Complete Box Office Services**

- Custom designed ticket face (see above)
- Advance ticket sales at the Morpheus Theatre office by phone, in person or online
- Pre-purchased tickets printed and available for distribution at the door (unless mailed to patron)
- At-door report of patrons attending each performance
- Your event listed on the Morpheus Theatre website (Community Box Office page)
- Direct hyperlinks to your event for your patrons to buy tickets online
- Additional options:
  - Tickets printed for off-site advance sales and/or distribution by your organization
  - Tickets printed for at-door sales by your organization
  - Print at Home option for tickets purchased online
  - At Door Credit Card Sales

### ***Please note:***

- Weekday evening performances are taken off-sale by 4:00pm
- Weekend performances are taken off-sale on Friday afternoon
- At-door reports and pre-sold tickets must be picked up from the Morpheus Theatre office
- Front of House staff and Ushers are the organization's responsibility
- Box office float is the organization's responsibility
- Organizations should be prepared for patrons that have selected tickets to be mailed in advance or Printed-at-home and then forget to bring them to the theatre. The at-door report will give you a listing of everyone who has purchased tickets for the performance.

### **Fees:**

- Set up fee                      \$25.00/ hour (Minimum charge of 1 hour)
- Commission                    \$1.00 / ticket (sold through Morpheus Theatre)
- Ticket printing                \$0.10 / ticket (off-site sales and at-door tickets)
- Credit Card fee                3% of credit card sales

**Additional Services:**

In combination with Complete Box Office Services.

**Complimentary Vouchers & Tickets**

Complimentary admissions can be handled in several ways through our box office. The options include:

- Your organization blocks off a number of seats per performance and comps are handled the same as off-site sales.
- Your organization provides Morpheus a list of individuals that are eligible to receive comp tickets, the comp would then be booked either immediately (if a show date is specified) or when the individual contacts our box office.
- Morpheus can provide your organization a set number of Comp Vouchers which can be handed out and redeemed either online or over the phone. These Comp Vouchers are issued against your company profile and have individual tracking numbers. Comp Vouchers can be issued for either 1 or 2 admissions each.

Note that a ticket processing fee applies when a complimentary ticket is processed through our system.

**Fees:**

- Comp Vouchers, with tracking number                      \$0.10 / voucher
- Processing comp to valid ticket                                      \$0.25 / ticket

**Season Tickets**

For organizations that sell their entire season with Morpheus Theatre, Season tickets can either be sold by Morpheus Theatre or by your own organization. If season tickets are sold by your organization, Morpheus Theatre recommends providing a full listing of patrons and designated performances so these tickets can be entered in the ticketing system. This will facilitate any ticket exchanges required later on. Entering subscribers will be considered as part of the setup process.

Alternatively, Morpheus Theatre can sell your season tickets as either a standard subscription (1 ticket / show) or as a Flex Pass allowing a fixed number of admissions for a set price.

| Subscription   | Flex Pass   |
|--|---|
| <ul style="list-style-type: none"> <li>• Can be purchased by phone or in person</li> <li>• Assigned tickets to your designated events only at time of purchase</li> <li>• Season Tickets can either be held for the day of the event, or printed and mailed out (for a fee)</li> <li>• Fees for Season Tickets will be reconciled at the end of each event.</li> </ul> | <ul style="list-style-type: none"> <li>• Can be purchased by phone, in person or online</li> <li>• Can be redeemed for tickets to your designated events only</li> <li>• Flex Pass can either be held in the system , or printed and mailed out (for a fee)</li> <li>• Unredeemed passes will expire at the end of the season. Any unused value, less fees, will be paid out to your organization</li> <li>• Fees for Tickets will be reconciled at the end of each event.</li> </ul> |

**Fees:**

- See Complete Box Office Services above
- Commission                      \$1.00 / Unredeemed Pass
- Ticket printing                      \$0.25 / Flex Pass (if requested by venue)
- Credit Card fee                      3% of credit card sales

## **Billing Information**

Events will be closed in the Morpheus Theatre box office system and a payment to the organization of total revenue less fees for box office services will be generated within 14 days following the final date of the event.

If any event fails to generate sufficient revenue to cover the costs of the box office services, an invoice will be generated and mailed to the event contact within 14 days following the final date of the event. Payment is due in full no later than thirty (30) days thereafter. The organization is responsible for all Morpheus Theatre box office fees regardless of income generated by the event.

## **Box Office Policies:**

1. The Morpheus Theatre box office will be open during regular posted hours, excluding weekends and holidays.
2. Each organization must designate an event coordinator who will be the sole authority for your event.
3. Morpheus Theatre will require a minimum of 72 hours to set up your event / ticket face.
4. A copy of the ticket face to be sold will be proofed by your event coordinator. Morpheus Theatre will not be responsible for any inaccurate information once the proof has been approved. Tickets will not be printed or sold until approved.
5. Ticket prices must include all applicable fees and taxes. Your organization is responsible for collecting and remitting any GST.
6. Should your patron choose to have their tickets mailed, there is an additional fee of \$1.50 per order. This is charged to the patron and will remain with Morpheus Theatre. Morpheus Theatre reserves the right to alter the price of this service charge at any time.
7. Ticket refunds will not be given unless approved in writing by your event coordinator.
8. Any credit card fees incurred by Morpheus Theatre from processing your patron's transactions will be paid by your organization.
9. If any additional tickets, either comps or presales, are requested by your event coordinator, Morpheus Theatre requests at least 24 hours advance notice in order to prepare the tickets for pickup.
10. Your event coordinator may receive an up-to-date ticket count or ticket sales report from our office, once per day if requested. A status report will be emailed once a week.
11. On the day of your event, the event will be taken off sale at 4:00pm (weekdays) or 4:00pm Fridays (for weekend events), unless otherwise requested by your organization. This is necessary to allow Morpheus Theatre sufficient time to print tickets and prepare the reports. A representative from your organization must arrange picking up the tickets from our office.
12. If you are using Morpheus Theatre's credit card service at the theatre, any credit card payments for at-door ticket sales should be returned to the Morpheus Theatre box office for processing within 3 days of the sale. These tickets shall be charged the 3% credit card fee and the regular ticket commission. The organization assumes the risk of credit cards being declined or not processed due to incomplete or missing information.
13. Morpheus Theatre will not be held responsible for tickets sold off site. Credit card charge-backs and NSF cheques related to events sold for your organization will be your responsibility.

For more information, please contact Ginette Simonot, Operations Manager  
Box Office: (403) 246-2999  
Email: [tickets@morpheustheatre.ca](mailto:tickets@morpheustheatre.ca)  
Address: 3512 5 Avenue NW