

**MESA ARTS CENTER**  
ADDENDUM C – BOX OFFICE- Single Tickets  
LICENSING POLICIES AND PROCEDURES

**I. Ticketing/Box Office Facilities**

- a) The Mesa Arts Center shall at all times maintain control and direction of the box office, box office personnel, and single ticket sales revenue until settlement.
- b) Licensee may request that ticket sale privileges be extended to additional agencies, but Licensee assumes all responsibility for collection of funds from such agencies and will be liable to the Mesa Arts Center for box office or rental fee percentage of all tickets sold through such outlets. The Mesa Arts Center requires all ticketed events to utilize Mesa Arts Center computerized ticketing services, which include a daily box office, a multi-line telephone number (480-644-6500) and Internet sales on [www.mesaartscenter.com](http://www.mesaartscenter.com).
- c) The Mesa Arts Center shall provide box office facilities, including computerized ticketing system (ticket setup, internet sales, ticket processing and reporting), and box office personnel for advance and at door sales.

**II. Ticketing Procedures**

- a) At least ten (10) days before licensee desires the sale or distribution of the tickets and admissions to begin, Licensee shall deliver to the Mesa Arts Center Box Office all information required for such ticket sales and admissions for the event and any information concerning the event requested by the Mesa Arts Center.
- b) Single ticket sales will not be provided by Licensee without prior written consent from the Administrator.
  - i) Restrictions and fees associated with such sales will be negotiated and agreed upon in writing prior to tickets going on sale.
- c) Licensee agrees to follow Mesa Arts Center's ticket policies (exchanges, refunds, Showup.com, etc.) Use of discounts or use of Showup.com must be provided to Mesa Arts Center Box Office at the time of ticket setup.
- d) The Mesa Arts Center shall provide an accounting to Licensee for all tickets and admissions.
- e) Ticket stock and pre-printed tickets provided by the Mesa Arts Center to Licensee will be at an additional charge to Licensee. Said charge shall be separate and apart from the building's rental charge.
- f) Refunds are only available through point of purchase. If any or all tickets sold for the event are refunded, Licensee shall return to the Mesa Arts Center any ticket revenues received by the Licensee, and in addition, Licensee shall pay to the Mesa Arts Center any costs incurred to process cancellation refunds, including labor, no later than thirty (30) days from first date of refunds. Mesa Arts Center may act as an agent upon request.
- g) Licensee agrees to provide tickets to the Mesa Arts Center for each performance/event covered by this agreement, on a complimentary basis, to be used at Mesa Arts Center discretion. The number of tickets will be determined according to requirements of the performance/event by the Administrator at the time of booking.

**III. Fees**

Refer to Mesa Arts Center Schedule of Fees.