

The Virginia Beach Convention Center Box Office is part of the Tickets.com automated box office system. The Tickets.com system will be used for all advance ticket sales unless prior approval is given from VBCC Management.

- Permittee fees for using the Tickets.com system include a \$150 set-up charge per event and \$0.25 per ticket issued or sold via the system.
- The Tickets.com customer pays a minimum service charge of \$2.50 per ticket when purchased via the charge-by-phone number, Internet or at a retail outlet and \$0.25 per ticket at the VBCC's Box Office.
- No tickets will be sold until the Virginia Beach Convention Center has a fully executed USE PERMIT AGREEMENT.
- The Virginia Beach Convention Center accepts Master Card, Visa, and American Express as form of payment for all ticket sales and a 5% discount fee will apply to all credit card ticket sales.
- The Permittee shall make advance tickets available for sale at the VBCC Box Office once tickets are made available for public sale.
- The Permittee must return any consigned tickets not sold to the VBCC Box Office the business day prior to the performance date. Any tickets not returned will be considered sold at full price and will be taxed accordingly.
- A detailed accounting of tickets sold via the Permittee is due the business day prior to the event.
- The VBCC Box Office staff is required to sell all public admission tickets for consumer events.
- Events, which involve walk-up sales only shall use pre-printed roll tickets consigned from the VBCC Box Office unless prior approval is given from the VBCC Manager. The Permittee must pay the prevailing cost of these tickets.
- When the VBCC Box Office is opened for day-of-event sales, the Permittee pays the current hourly rate for a Box Office Supervisor and one (1) or more Ticket Sellers in addition to any other box office fees. A three-hour minimum will apply to all staffing service calls.
- A ten percent (10%) city admission tax is collected by the Virginia Beach Convention Center for each ticket sold to a public event. The value of complimentary tickets will be taxed when the complimentary ticket is exchanged for bartered services. When this tax is included in the sale price, it is calculated as follows: Selling price divided by 1.1, multiplied by 10%. An example of this calculation is: \$12 ticket (sale price) divided by 1.1 = \$10.91 X 10% (tax rate) = \$1.09 (amount of tax).
- A Box Office Statement will be provided by the Virginia Beach Convention Center's accounting department and submitted to the Permittee at settlement.
- Ticketed events that have the potential for generating large sums of money may be required to have security staff on site to be posted at the sales locations. Cost will be billed to the Permittee at the prevailing rate.

Permittee's Signature

Date

Please return signed policy statement to:
Virginia Beach Convention Center
1000 19th Street
Virginia Beach, VA 23451-5674
Fax: (757) 437-2079