

**Office Only**  
Date Received:  
Date Entered onto System:  
Supplier Number:



The Novium Museum, Tower Street, Chichester,  
PO19 1QH

Tel: 01243 816525

E-mail: [boxoffice@chichester.gov.uk](mailto:boxoffice@chichester.gov.uk)

Website: [www.thenovium.org/boxoffice](http://www.thenovium.org/boxoffice)

## **Contract for ticket sales – Chichester Box Office, The Novium Museum, Chichester**

All contracts must be agreed by The Novium Museum's Visitor Services Officer.

Chichester Box Office will act as a disclosed agent selling tickets on behalf of the Organiser. As such Chichester Box Office is making no supply to the customer and will not account for VAT on the ticket sales. The Organiser is making the supply to the customer and will be responsible for any VAT liability on the supply of tickets.

Chichester Box Office provides ticket agent services online via our website [www.thenovium.org/boxoffice](http://www.thenovium.org/boxoffice) and for those who are unable to purchase their tickets online we can offer an in person and telephone service.

### **Commission**

Chichester Box Office will charge the Event Organiser a 10% commission + VAT on the gross ticket sales.

A minimum commission fee is charged to cover administration costs, this is £10.00 + VAT. If an event closes with no ticket sales this charge still applies.

### **Set up of the Event(s)**

The event organiser is responsible for returning the completed contract to the Visitor Services Officer. If the event requires an allocated seating plan the contract and seating plan must be received by Chichester Box Office at least three weeks prior to the preferred 'on sale' date. If using unreserved seating the contract must be received two weeks prior to the preferred 'on sale' date.

If contracts are received less than 3 weeks before (2 weeks for unreserved seating) the preferred 'on sale' date Chichester Box Office will endeavour to put the event on sale as close to this date as possible but will take no liability for any delay.

As standard Chichester Box Office provides e-tickets for print at home or printed tickets from collection from Chichester dependant on the customers fulfilment choice. If the Event Organiser prefers to supply Chichester Box Office with their own tickets then in person collection and postage fulfilment is available.

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**Prior to the Event(s)**

The Event Organiser will be responsible for advertising the event and for providing all relevant promotional materials i.e. posters/ flyers/ brochures/ digital advertising. The Organiser should ensure that, in all their advertising, Chichester Box Office is shown as the ticket outlet, with online booking details clearly promoted if applicable. Chichester Box Office will not be liable if any promotional materials are incorrect.

A unique login to our Box Office system can be requested by the Event Organiser which shows ticket sales for their event(s) in real time.

Payment is made via Chichester District Council. The Event Organiser is responsible for setting themselves up as a 'New Supplier' or ensuring their details are correct if they have used Chichester Box Office previously. To make a new supplier account or to amend details please use the following link <https://www.chichester.gov.uk/payingoursuppliers>

**Day of event(s)**

Chichester Box Office will close sales and send a Customer List, in the form of a CSV (excel document) via email to the Event Organiser at the time mutually agreed with the Visitor Services Officer. The information provided in the Customer List can only be used to legitimately contact the customer about the specified event and not for marketing purposes.

**Reconciliation of Tickets sold**

After the event Chichester Box Office will send a reconciliation of tickets sold detailing the ticket types, total number sold, gross ticket sales, deduction of commission and the final amount due to the Event Organiser for the specified event at the earliest convenience. All individual events will be reconciled separately unless requested otherwise. A Purchase Order number will be shown on the reconciliation this must be quoted on the invoice.

If tickets are provided by the Event Organiser, any remaining tickets must be collected from Chichester Box Office.

**Payment of Money owed**

The Event Organiser is responsible for sending an invoice to Exchequer Services at Chichester District Council. The email address to send invoices for payment is [invoices@chichester.gov.uk](mailto:invoices@chichester.gov.uk). All invoices must be addressed to: Exchequer Services Chichester District Council, East Pallant House, 1 East Pallant, Chichester, West Sussex PO19 1TY.

The invoice MUST include the name and date of the event, the gross ticket sales, the commission deduction, the total amount owed and the Purchase Order number listed in the reconciliation. Once this has been received, subject to agreement by the Visitor Services Officer and Chichester District Council exchequer department, payment to the Organiser through Chichester District Council (CDC), will be authorised. Payment is made via BACs.

Chichester Box Office will not be liable for delayed payments due to late or incorrect invoices and/or failure to supply correct bank details.

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**Pre-Printed Tickets**

Tickets printed for the organiser to sell independently will be charged at 10p per ticket which is payable by cash or card on collection of tickets. Until payment has been received, tickets will not be released. Please note tickets sold independently by the organiser will not form part of the total owed by Chichester Box Office.

**CANCELLATION**

In the event of cancellation the Event Organiser is responsible for informing the Visitor Services Officer, in the first instance by telephone and then confirming in writing via e-mail. Chichester Box Office will inform all those booked onto the event and issue customer refunds. If the event is cancelled at the last minute outside of Chichester Box Office opening hours then the Event Organiser is responsible for informing customers using the contact details supplied in the Customer List sent by Chichester Box Office, refunds will then be processed by Chichester Box Office at the earliest convenience. Chichester Box Office will invoice the event organiser for any commission and VAT due on ticket sales made before receipt of notice of event cancellation. If no tickets have been sold on cancellation of the event the minimum commission charge applies (£10.00 + VAT)

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**Contract for ticket sales – Chichester Box Office, The Novium Museum,  
Chichester**

Event Name .....

Event Venue .....

Event Date(s) .....

Event Time(s) .....

Event Run Time (if known) .....

Event Organiser supplying tickets  Chichester Box Office to print tickets

Tickets On Sale Date: .....

Ticket Sales To Close On (date and time) .....

Please note events sales must end at least 30 minutes before Chichester Box Office's closing time to allow time to send over the Customer list

**Tickets to be sold:**

In person  By telephone  Online (customer is charged a 50p booking charge per transaction)

**Total Allocation of Tickets .....**

(If total allocation of tickets can be sold in any ticket type combination please leave the 'number' section below blank, if there is a specific number of tickets of each type please indicate this below)

<u>Number</u>	<u>Price</u>	<u>Ticket Name</u>
.....tickets at the price of £.....		Ticket Type.....
.....tickets at the price of £.....		Ticket Type .....
.....tickets at the price of £.....		Ticket Type .....
.....tickets at the price of £.....		Ticket Type.....
.....tickets at the price of £.....		Ticket Type.....

Reserved seating

Unreserved seating

(Please note if your seating plan is not already on our system it can take up to 2 weeks for new plans to be uploaded by our software developers)

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**Event Description** (for Box Office website)

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A photograph for website to be sent to [boxoffice@chichester.gov.uk](mailto:boxoffice@chichester.gov.uk) (image size required 600 pixels x 972 pixels, maximum file size 1MB)

Any additional information for Box Office staff:

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.....  
.....  
.....

**After the event**

CHICHESTER BOX OFFICE will take 10% Commission + VAT on Commission (minimum commission charge £10 + VAT) of all tickets sold for this service.

If own tickets are being supplied any unsold tickets will be collected by.....on.....  
.....

Ticket Sales and cash reconciliation will be checked and agreed by .....  
..... Who will send an invoice to Exchequer Services at Chichester District Council

**Signatures**

Date .....

Name ..... Ticket Organiser

Signed ..... Ticket Organiser

Name ..... Visitor Services Officer

Signed ..... Visitor Services Officer

Ticket Organiser's address: .....  
.....

Contact Telephone number: .....

Contact email address: .....