

TICKETING INFORMATION

The Regent Theatre is committed to providing clients with a professional ticketing service that also provides the maximum safeguards for patrons.

We retain exclusive rights to ticket all events within our venue through a nationwide ticketing agent of our choice.

Please discuss ticketing options at the earliest possible opportunity following confirmation of your booking.

This section of the information document is designed to set out the key information pertaining to ticketing as plainly as possible so clients know the benefits and implications of the ticketing process.

Ticketing Services

Venue Ticketing Manager is Andrea Ford. Please contact her in relation to all ticketing matters in the first instance. Other staff may be delegated to assist you at different stages of the process. Phone 03 477 6481 or email andrea@regenttheatre.co.nz

We have a range of services designed to support ticket sales. Services include website listings, links to other websites and database mailouts. In addition our national ticketing agent is able to provide event listings, website, national ticketing publications, targeted group booking offers, etc.

There are various options surrounding reporting on ticket sales levels – to be discussed with the Ticketing Manager.

Box Office

The Regent Theatre box office is open 9am to 5.30pm Monday to Friday and 10.30am to 1.00pm on Saturdays for counter and phone bookings. TicketDirect currently provides 24 hour internet bookings. TicketDirect operate a national call centre in addition to our own box office phone booking service.

The box office is open for door sales one hour prior to a performance, however this is negotiable and extended hours are available, following discussion with management.

ALL TICKETING

PAD Levy

\$2.00 is charged per ticket as a Preservation & Development Levy. The value of the levy is shown on the face of each ticket and is in addition to the ticket value and other charges.

House Seats

The Regent Theatre reserves the use of twenty seats in the venue. These reserved seats are called house seats. The actual seats reserved are unspecified but would generally be within the premium seating areas. These seats can be determined per performance with the promoter, or at the discretion of the General Manager prior to a show going on sale.

House seats are used by the Regent Theatre and Otago Theatre Trust for many purposes including promotion, fundraising, membership and hosting.

We return to public sale any house seats not required prior to a performance.

Sponsor Seats

As a result of our recent redevelopment fundraising six seats in the Regent Theatre are no longer available to promoters for sale to the public. The actual seats reserved are in the circle – Row E 26 and 27, and Row C 26 to 29.

We may return to sale any sponsorship seats not required prior to a performance, but this is at the discretion of the sponsor.

Usher Seats

The Regent Theatre reserves the use of eight seats in the venue for ushers.

Otago Theatre Trust Subscribers/Members

Otago Theatre Trust members receive group booking price or other concession where available for shows at the venue.

Performance Particulars

Information about the artist(s) and performance content together with booking requirements concerning ticket sales, publicity etc., shall be compiled by the promoter and delivered to us *not less than one week* prior to the first announcement advertising the event.

Detailed ticketing information such as inside charges is contained within the Regent TicketDirect Ticketing Agreement.