

Box Office Information

Start time

1 hour prior to the start of each performance (6:00pm for 7:00pm start and 5:00pm for 6:00pm start)

Tickets

Tickets purchased through Try Booking – patrons are ushered through to the Front of House Helpers for seating.

Some tickets may be collected from you prior to the show if a customer does not have access to a printer at home. Payment would have already been made with administration and details are marked on the envelope. These tickets are awaiting collection on the evening – patrons are then ushered through to the FOH for seating.

Door Sales can be purchased using a cash, or credit card method of payment only and need to be recorded on the takings sheet. Credit card payments are taken by completing card details on the envelopes provided. Please check and confirm details on the envelope with the patron. The theatre **does not** have EFTPOS facilities as yet but hope to in the future.

On the evening there will be a printout of the available seats that can be sold. Please mark next to ticket number sold with the abbreviations below.

Below is an example on how to fill in the required information for door sales – ticket pricing is subject to change with the various performances.


<p>Unsold Seats Event Name: A PERFORMANCE Session Time: March, 04, 2020 7.00PM</p>

1. Stalls


Seat	Seat	Seat	Seat
A1	B3	B27	D24 J <small>JCCA Student</small>
A2	B4	C4 A <small>Adult</small>	D25 S <small>Student Children</small>
A3	B5	C5 COMP <small>Staff Complimentary</small>	D26

There will be paper tickets for you to fill in and hand to the person purchasing the tickets so they can be given to the Ushers for seating. Ellen Street Theatre does not have allocated seating arrangements; patrons are able to choose their seating with the assistance of the ushers.

Curtin Theatre

 JOHN CURTIN COLLEGE OF THE ARTS	
Your Seat Number Is	
Row	C
Seat Number	4

Ellen Street Theatre

 JOHN CURTIN COLLEGE OF THE ARTS	
Door Sale Ticket Ellen Street Theatre	
Adult	\$10.00 <input checked="" type="checkbox"/>
Student/Child	\$ 8.00 <input type="checkbox"/>
JCCA Student	\$ 6.00 <input type="checkbox"/>
Complimentary Ticket	<input type="checkbox"/>

Program Sales

Programs are sold at the Box Office and by ushers at a cost of \$2.00 and are included in your takings sheet.

Float

There will be a float (\$110.00) allocated in the pencil case. At the end of your shift please put the float back in the pencil case as close to the original amount as possible. The takings go in the envelope attached to the takings sheet which will need to be completed by the two rostered helpers.

The whole tin will need to go to the Front of House Manager on the night to be locked in the safe.

Below is an example of a Box Office Takings Sheet that will need to be filled out on the night.

BOX OFFICE	
NAME OF PERFORMANCE	<i>A Performance</i>
DATE OF PERFORMANCE	<i>4th March 2015</i>
NAME OF BOX OFFICE HELPERS (1)	<i>John Smith</i>
CONTACT NUMBER	<i>0411 111 111</i>
	(2) <i>Mary Smith</i>
CONTACT NUMBER	<i>0422 222 222</i>
<hr/>	
FLOAT	
FLOAT \$110.00	
CHECKED BY OFFICE	<i>JCCA Staff</i>
CHECKED BY BOX OFFICE HELPER	<i>John Smith and Mary Smith</i>
<hr/>	
TAKINGS	
\$ <i>150.00</i>	CHECKED BY (NAME) <i>John Smith</i>
SIGNED <i>John Smith</i>	
CHECKED BY (NAME) <i>Mary Smith</i>	
SIGNED <i>Mary Smith</i>	
 PLEASE MAKE SURE THAT YOU HAVE TWO PEOPLE CHECK THE TAKINGS. FLOAT IS TO BE TO BE KEPT SEPARATE.	

Assistance

On the evening there will be a Front of House Manager that will be available to help you as well as student ushers for the evening as well. All queries and questions should be directed to the Front of House Manager.

If you have any queries or suggestions that you would like us to follow up from the performance, please do not hesitate to contact Georgia Hoad-Pipkin the following day on 9435 0784 or via email on georgia.hoad-pipkin@education.wa.edu.au located in the Drama office in Ellen Street Theatre.