



## **Box Office & Ticketing services**

### **Contact**

**Andy Edmeads**

**Venue and Operations Manager**

01276 707613

[andy.edmeads@surreyheath.gov.uk](mailto:andy.edmeads@surreyheath.gov.uk)

**Mark Chalkley**

**Front of House Manager**

01276 707609

[mark.chalkley@surreyheath.gov.uk](mailto:mark.chalkley@surreyheath.gov.uk)

**Box Office: 01276 707600**

**[camberley.theatre@surreyheath.gov.uk](mailto:camberley.theatre@surreyheath.gov.uk)**

**[www.camberleytheatre.co.uk](http://www.camberleytheatre.co.uk)**

Camberley Theatre hosts a wide variety of productions, events and functions with a range of seating options. The two main areas are the Auditorium and the Function Room. There are a number of different seating configurations to use at Camberley Theatre. This is dependent on the space you are using and the type of event you are holding.

Camberley Theatre is fully accessible with 4 wheelchair spaces available at the front of the auditorium and lift access for seats at the back.

<b>Space and Formation</b>	<b>Max Capacity</b>	<b>Type of Seating</b>
Auditorium – Theatre Style	400	Reserved/Unreserved
Auditorium - Cabaret Style	200	Reserved/Unreserved
Auditorium – Flat Floor Standing	520	Unreserved
Function Room – Theatre Style	100	Reserved/Unreserved
Function Room – Cabaret Style	100	Reserved/Unreserved
Function Room – Flat Floor Standing	200	Unreserved

**Reserved seating** gives the customer a specific seat

**Unreserved seating** offers unallocated seating meaning the customer finds a seat when the house opens on the night.

Rows AA, A and B in the auditorium can be removed to accommodate an orchestra pit or to give more space at the front of the stage. This will reduce your seating capacity so please bear this in mind when making your booking.

### **Tickets**

All ticket sales must be managed by Camberley Theatre Box Office. This makes your tickets easily accessible to your customers by offering them:

- Online booking and payment options 24 hours a day, 7 days a week.
- Booking in person at the Box Office which is open 12 - 4pm Monday to Friday and 12-8pm on show nights.
- All payment options are accepted, except American Express.
- Telephone bookings during Box Office opening hours.
- On show nights, the Box Office stays open until 15 minutes after the performance starts to allow for last minute ticket sales and ticket collections.
- Weekly updates on ticket sales
- Customer Analysis Report

<b>Box Office Prices</b>	
<b>Ticket Sales</b>	<ul style="list-style-type: none"> <li>We retain £1.50 (inc. of VAT) per ticket sold to cover the costs of ticketing. We suggest adding £1.50 to each ticket price.</li> </ul>
<b>Credit Card Commission</b>	<ul style="list-style-type: none"> <li>3% + VAT</li> </ul>
<b>PRS</b>	<ul style="list-style-type: none"> <li>4% +VAT (If you have the rights to play music you do not need to pay this but would need to provide evidence of this)</li> </ul>
<b>VAT</b>	<ul style="list-style-type: none"> <li>VAT is charged at 20% on all ticket sales.</li> </ul>
<b>Show included on website</b>	<ul style="list-style-type: none"> <li>Free of charge for all events at the Theatre</li> <li>For events not taking place at the Theatre, please contact us.</li> </ul>
<b>Brochure Charges</b>	<ul style="list-style-type: none"> <li>£150+VAT (for 1/3 of a page)</li> </ul>

All hirers of the Theatre are required to use our Box Office for their ticketing.

Please note; unless you are VAT registered the ticket sales will be returned to you net i.e. less the VAT element of the ticket price – please consider this when setting the prices of the tickets for your event.

For example; if a ticket price is £12.00 and you are not VAT registered we will only return £10 of this ticket sale to you.

If you are VAT registered the full £12.00 will be returned as long as your invoice clearly shows the net, VAT and gross of the total ticket sales.

In order to return these funds, the hirer is required to submit an invoice made payable and addressed to Surrey Heath Borough Council, Camberley Theatre, Knoll Road, Camberley GU15 3SY.

Please ensure that your invoice includes the bank account details of where you would like these funds to be paid. (Bank Name and Address, Sort Code, Account Number, Account Name and VAT number if applicable).

An invoice will be sent to the hirer for the facilities requested/used at the theatre.

### **Box Office Information**

We accept all debit/credit cards except American Express. Cheques should be made payable to Surrey Heath Borough Council.

We charge a £2 transaction fee on all bookings. This fee enables us to give the best possible service and reflects card and cash fees that we are charged. We charge a £1.50 postage fee but we do not post tickets within 7 days of the show. Tickets are free to collect from the Box Office or as e-tickets via email.

Theatre Club members do not pay the transaction or postage fee.

Please print the following on your posters and flyers; *Please note all bookings are subject to a £2 transaction fee.*

## **Online Booking**

Save time, book online and choose your own seat at [www.camberleytheatre.co.uk](http://www.camberleytheatre.co.uk). You will need to create a secure online account to purchase tickets.

Our ticket system offers greater flexibility in offering group and family concessions. Please talk to us if you wish to offer early bird, family tickets or special offers in advance of going on sale.

## **Reservations**

Theatre Club members may reserve tickets for 7 days, while we offer extended reservations for large groups and schools. Reservations are not available for general sale tickets and may not be offered for near sell-out shows.

## **Refunds and Exchanges**

Tickets cannot be refunded or exchanged. If the show is cancelled by the Theatre or Promoter the ticket price can be credited to your account.

## **Access**

We have a Sennheiser infra-red system for deaf customers. Headsets can be collected from the Box Office and must be returned at the end of the show. Large print brochures are available on request. All our facilities are accessible by wheelchair users and we welcome assistance dogs. If you have difficulty climbing stairs we recommend rows AA-C which are flat-floor.

## **Essential Companion Scheme**

Registering for our updated Essential Companion Scheme offers a free or discounted ticket set against your level or DLA or PIP. Please speak to the Box Office or go online for an application form.

## **Babes in Arms Policy**

A ticket must be purchased for any child over 18 months old. For younger customers we have a limited number of booster seats available.

## **Sales Reports**

If you'd like to receive a weekly sales report, please contact the Box Office to arrange this. These come via email on Monday morning.

If you'd like help analysing your ticket sales reports and looking at booking trends, we are more than happy to discuss with you. Please email the Venue Manager to discuss.

**Please note:**

We have capacity to offer a maximum of 4 wheelchair spaces. These are clearly marked on our seating plan. If rows of seats are removed by the hirer or promoter the exact location of the wheelchair spaces may alter.

If you require seats removed to make space for a sound desk or filming purposes, please speak with us when you make your booking.

Row Q, seats 23, 24, 25, 26: These are House Seats and are never sold. These are kept free in case of emergency.

*We are here to help make your production a great success; please speak to us if you have any questions or have ideas – we will be able to help and find a solution!*

# AUDITORIUM SEATING PLAN



## UPPER ENTRANCE

Q	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	H	H	H	H	Q
P	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	P
N	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	N
M	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	M
L	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	L
K	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	K
J	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	J
H	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	H
G	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	G
F	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	F
E	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	E
D	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	D
C	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	C
B	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	B
A		W	W	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	W	W		A	
AA				W	W	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	W	W				AA	

STAGE

ENTRANCE

KEY

- H HOUSE SEATS
- W WHEELCHAIR SPACE
- AA-C ARE FLAT FLOOR