

VAULT – Festival Location Scouting

Congratulations on being programmed at The Glitch – we're so excited to have you! This handbook was created to outline most of the information you'll need if you're running an event with us. If you have any questions about this process, please feel free to reach out to us at nightlife@vaultcreativearts.org

HOW IT WORKS

The Glitch's space was created to be easy-to-use and accessible, so we've tried to make this process as simple as possible. The most important thing to know is that **you keep 100% of ticket sales for the show/event**. We'll keep any booking fees, but this will be on top of your ticket fees. You will then be responsible for marketing your show, and running the box-office and tech on the day. It's that simple!

What you need to do

The first step is to fill out our Ticketing Information Form. This will mean we can get you set up on the system, and start listing tickets for your event!

As part of this, **you'll need to pick a price band for your event**. The price bands are:

- PRICE BAND A: (Concession £4.50, Standard £6, Pay More £8.50)
- PRICE BAND B: (Concession £6, Standard £8, Pay More £12.50)
- PRICE BAND C: (Concession £8, Standard £10.50, Pay More £15.50)
- PRICE BAND D: (Concession £10, Standard £15, Pay More £20)

We operate a no-ID concessions policy, which means anyone who feels they need a concession can have one. No questions asked. This is an important way that we're keeping the arts accessible to all audiences. What's more, our data shows that most shows get the same number of concession tickets as they do "Pay More" tickets!

These price bands are set, and can't be altered. However, we are also open to doing "pay-what-you-can" events, which audiences can watch for free, and for which you can then collect voluntary donations after the event. Let us know if you'd like to do this!



"Brimms with energy, excitement, and opportunity" – The Guardian, 2023



Monitoring Sales

Before doing **ANYTHING** else, download the Ticket Tailor App from the App Store or Google Play. Once your event is live, you'll receive an email from us with you password. Use your email and password to login **on a mobile device**. You will then be able to monitor your ticket sales. You also use this app to check in guests when they arrive at your event!

Payouts

PRODUCER INFORMATION AND AGREEMENT THE GLITCH

Within two weeks of your show/event ending, we'll email you the final totals of tickets that were booked, and their corresponding prices, with a total of the amount you made from the show/event. We'll then pay this out, directly into the bank account that you submitted through your ticketing form, within 2 weeks!

Terms and Conditions

By booking your event with us, you agree to the below terms and conditions.

1. Cancellation

- a. If, for any reason, you need to cancel your programmed event after it has been confirmed and put on sale, you must give as much notice as possible.
- b. Any event cancelled less than one month before the confirmed event date is liable to a cancellation fee of £150.
- c. Any event cancelled less than two weeks before the confirmed event date is liable to a cancellation fee of £300.
- d. Any event cancelled less than 48 hours before the confirmed event start time is liable to a cancellation fee of £500.

2. Sale of Tickets

- a. Tickets for your show/event will be sold by VAULT Creative Arts, through our ticketing platform Ticket Tailor.
- b. Tickets for your show/event will be listed exclusively by VAULT Creative Arts on Ticket Tailor, and on no other platform.
- c. VAULT Creative Arts reserves the right to charge a booking fee for each ticket sold, which VAULT Creative Arts will keep. This is currently set at £1.50 a ticket, but VAULT Creative Arts reserves the right to vary the amount from time to time as deemed necessary.
- d. Beyond the booking fees, you will keep 100% of all ticket sales. These will be transferred to you within 2 weeks of the closure of your show/ event, or within 2 weeks of you providing appropriate bank-account details, whichever is later.
- e. VAULT Creative Arts reserves the right to ask bookers for additional donations when booking tickets for any show/event at The Glitch. VAULT Creative Arts will retain 100% of donations.

3. Marketing and Communications

- a. **You are solely responsible for the marketing and promotion of your event.**
In the course of the general promotion of the venue, The Glitch may provide some support, but the nature and quantity of this cannot be guaranteed.
- b. You are responsible for filling in the Ticketing Information Form, so that we can put your event live.
- c. We will put tickets for your show/event live, and list your show/event on the website for The Glitch within 1 week of all relevant listings materials received.
- d. You may deliver 1 A4 poster, and 10 A5 flyers for display at the venue.

4. On the Day

- a. You are responsible for running the door/your box office on the day of your event.
- b. You are responsible for operating your own tech as necessary - if you require an operator, please bring someone with you or speak to us to arrange someone. You will be responsible for their fee.
- c. If any items are broken by you or your team, you accept responsibility for paying for a replacement of the same type and quality.

5. General House Rules

- a. Chairs are not to be moved or rearranged without express permission from the team. If you are allowed to move chairs, you must return them to where you found them.
- b. Please don't stick anything to the walls. This includes screwing or nailing in to the walls too.
- c. Please no confetti, glitter, fire or combustibles.
- d. Please don't create any "wet mess" on stage.
- e. There is no storage on site.
- f. Bar furniture from upstairs is not available for use.
- g. You must leave the space in the same condition in which you found it - this includes resetting the furniture, and tidying up any mess that was made.
- h. If our staff find you to have contravened any of these rules, you accept liability for paying a fine up to £30. The decision on whether these rules have been broken is at the discretion of the staff of VAULT Creative Arts



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