

TICKETING AND RECONCILIATION INFORMATION PACK



Wominjeka

La Mama Theatre is on traditional land of the Kulin Nation. We give our respect to the Elders of this country and to all First Nations people past, present and future. We acknowledge all events take place on stolen lands and that sovereignty was never ceded.

La Mama is financially assisted by the Australian Government through the Restart Investment to Sustain and Expand (RISE) Fund - an Australian Government initiative, the Victorian Government through Creative Victoria, and the City of Melbourne through the Arts and Creative Partnerships Program. We are grateful to all our philanthropic partners and donors, advocates, volunteers, audiences, artists and our entire community for helping us rebuild La Mama. Thank you!

Office Phone: (03) 9347 6948

Office Hours: Mon – Fri | 10:30am – 5:30pm

La Mama HQ 205 Faraday St, Carlton VIC 3053

www.lamama.com.au | info@lamama.com.au

Introduction

In this pack you will find information relevant to the Ticketing and Reconciliation for your show.

I will support you in every way I can so that your team and the audience have a positive experience when engaging with your event.

Looking forward to seeing your show!

Isabel



Isabel Knight
Ticketing and Reconciliation & Weekend Manager
Tuesday, Wednesday, 12pm – 3.30pm Saturday & Sunday

e | isabel@lamama.com.au

Trybooking / Ticketing

Producer Access and Complimentary Tickets (Comps)

I will create your show's event for you in Trybooking.

You will receive a login code and instructions for access to your show's bookings and reports in **March** and you will have a chance to provide feedback before we go live on our website on **Friday 1st April**.

Consider who the best person in your team is to manage this and all the cast and crew comps for your season and please get this info to them as soon as possible

Through this portal you can do the following:

- Book in complimentary tickets.
- Monitor Door List.
- Track sales by using the Event Revenue Itemised function for the most accurate breakdown of ticket sales by ticket type, estimated Box office income and event summary.

Booking Complimentary Tickets

It is very important that you **book in your Opening night comps as soon as possible** to avoid disappointment for your team.

Sophia manages all the Media, industry and funders invites and RSVPs for your show. These tickets can fill up an Opening night very quickly so it's always good to set aside a few comps for crew and family as soon as possible if you're wanting them to be at your Opening.

Your team can have as many comps as you like throughout the season, we leave that totally up to your discretion, however you must book them in yourself using the instructions sent to you to avoid any disappointment later, as we don't hold any tickets for you. Please reach out if you're having any trouble booking in your comps or monitoring your ticket sales. I am here to help.

If crew intend on sitting in on the show on any night during the season you must book them in a seat under their name for each performance. Please ensure you put their name on the ticket (the name of your Producer or an artist is fine) rather than simply putting through a Box Office Quick Sale, this causes problems for your team and for FOH as it's very hard to track whom the ticket belongs to.

As the night gets closer, we can release any unused tickets for the public to use, please email info@lamama.com.au if you aren't using them all and we will release them for you.

Booking Link

Please use the La Mama website link rather than the Trybooking link when circulating booking information.

e.g. <https://lamama.com.au/whats-on/summer-autumn-2021/marvellous/>

Ticket Codes and Deals

I can set up a promotional code e.g. FIVEROFF for ticket discounts of \$5. It is a good idea to have a code word that is on theme with your show. Please note we cannot facilitate straightforward 2-for-1 ticket or 'earlybird' offers.

Show Reconciliation and Box Office Payment

I will send you the Box Office Reconciliation after your season is complete.

Please allow up to two weeks after your show has closed for the team to finalise numbers. Remember that La Mama takes 20% of total Box Office and we expect that the 80% is divided equitably among the team.

If you decide to utilise the La Mama on Demand performance option, your box office will take an extra two weeks, so you can expect your final reconciliation one month after the last live performance in your season.

You will then invoice Caitlin Dullard (caitlin@lamama.com.au) for the total Box Office amount to be paid to your team.

We will send instructions in the email along with your Show Reconciliation, and we can also supply you with a Statement By Supplier form to fill out if you don't have an ABN.

Please reach out if you have any questions about your season at La Mama.