



LA MAMA TICKETING AND RECONCILIATION INFORMATION



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 Creative Victoria (Creative Enterprises Program), and the City of Melbourne (Arts and Creative Partnership Program). We are grateful to all our philanthropic partners and donors, advocates, volunteers, audiences, artists and our entire community. Thank you!

Box Office Hours: Monday - Friday 4pm – show start
 Saturday 4pm – show start
 (From 12pm on playreading days)
 Sunday 2pm – show start

Box Office Location: La Mama HQ 205 Faraday St, Carlton VIC 3053

www.lamama.com.au | ticketing@lamama.com.au | Box Office Phone: (03) 9347 6948



Introduction

This pack contains information about managing ticketing for your show. Consider the best person in your team to manage ticketing and get this information to them as soon as possible.

La Mama Ticketing are a small team of casual workers, here to support your team and ensure that your audience have a positive experience when engaging with your event.

The best way to contact us is to email ticketing@lamama.com.au, or call during Box Office opening hours (from 4pm most days / 2pm Sundays).

Please read below and be in touch with any questions.

Thank you,
La Mama Ticketing

(Aya, Gemma and Ruiqi)
e | ticketing@lamama.com.au

Trybooking / Ticketing

Producer Access

We will create a Trybooking event for your show, and provide a Producer Login code.

Through the Producer Portal you can:

- Book in complimentary tickets (as many as you like).
- Monitor the Door List (also known as the Attendee List).
- Generate reports (e.g. track sales by ticket type or estimate box office income).

Booking Complimentary Tickets (comps)

- Every ticket should be booked with a name, email and phone number.
- Avoid leaving any comps as "Quicksale" or "Media Hold."
- We are unable to facilitate promo codes or ticket deals.
- Please note that Producer Access cannot refund, move or edit bookings.

La Mama manage media, industry and funders invites and RSVPs. These tickets can quickly fill opening night, so book your comps as soon as possible so that nobody misses out.

If crew sit in on a performance, they must be booked a seat under their own name or the name of somebody in your team. To avoid confusion, please avoid leaving any comps as "Quick Sale." Front of House needs to check in everyone in the audience. Please always add a name and email contact. A phone number is important too, as FOH will try to call any latecomers so they don't get locked out at the last minute!

“Holding” and releasing tickets

Producer access is limited, so plan carefully: we can only batch process ticket releases.

If you “hold” a large number of comps under one booking, keep in mind that these will need to be released by the Ticketing team later. Front of House needs names assigned to each ticket to check in your audience. You are responsible for renaming these tickets.

As soon as your guest list is ready, email us at ticketing@lamama.com.au so that we can release all holds back to you to assign to individuals or small groups. Any unused comps will be released to the public.

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/la-mama-hq-winter-2022/the-butterfly-nebula/>

Ticket Prices

Primary Seasons	\$30/\$20
Previews	\$20
Explorations	\$15
Playreadings	\$10
La Mama Kids	\$20/\$10
Mob Tickets	\$8 (all events)
La Mamica	\$20/\$10 (Poetica, Musica, Cabaretica)

Box Office Reconciliation (getting paid)

For Primary seasons, La Mama takes 20% of total Box Office. We expect that the remaining 80% is divided equitably among your team.

For Primary seasons and La Mamica shows that choose the La Mama online options (Livestream and/or Online Seasons), La Mama takes 30% of total Box Office. We expect that the remaining 70% is divided equitably among your team.

Please allow two weeks after your season has closed to receive the box office reconciliation. If you choose the La Mama online options (Livestream and/or Online Seasons), allow a month after the last live performance in your season for us to calculate the total ticket sales.

We will email instructions, and can supply forms for anyone without an ABN. You'll invoice Caitlin Dullard (caitlin@lamama.com.au) for the total amount to be paid to your team.

We are here to help. Please reach out with any questions.

Thank you,
La Mama Ticketing (Aya, Gemma and Ruiqi)