



TICKET SALES AND TICKET OFFICE INFORMATION

All ticket services pertaining to the event are performed through our Ticket Office, exclusively by Ticketmaster Canada. The Ticket Office will act as treasurer for all event revenue and will be responsible to the promoter for accurate accounting of all admission rights. Revenue cannot be released to the promoter prior to the execution of the event, in case of a cancellation where ticket refunds are necessary. The cost of the above service will be factored into your rental and expense agreement.

TICKET SURCHARGES

Air Canada Centre has implemented a ticket Capital Restoration Fund (C.R.F.) to be included in the price of each ticket. This covers the costs associated with funding the maintenance and upkeep of the facility. Please contact your Event Programming Manager to obtain the C.R.F. rate for the current operating season. Any tickets that are purchased through Ticketmaster are subject to service charges and handling fees. The Licensee shall pay (where applicable) credit card service charges based on gross credit card revenues, including applicable taxes of 2.5 percent.

COMPLIMENTARY TICKETS

For events with tickets sold on a reserved and/or general admission basis, the promoter shall provide Air Canada Centre up to a maximum of 120 complimentary tickets for the event or each performance thereof. These tickets are to be selected by mutual agreement by the promoter and Air Canada Centre, the value of which shall not be included as part of proceeds for ticket sales.

SUITES

Air Canada Centre has 154 licensed suites located throughout the arena to suiteholders who, in turn, are given rights to use their respective suites for one performance of ticketed events. The suiteholders shall receive complimentary tickets to the event in accordance with their specific Suite License Agreement. These tickets will not be included in the ticket manifest or in gross receipts calculations as there is no revenue from suiteholder tickets to be shared by Air Canada Centre with the event promoter. The number of tickets to be provided to suiteholders in this manner will be based upon the number of permanent viewing seats for each suite and total approximately 1,672 seats. Included among these seats are 428 Platinum Lounge seats located in the arena lower bowl. In addition to the suiteholders permanent viewing seats in their Suite License Agreement, the suiteholders have the right to purchase up to 821 tickets within their suites. Any revenue generated by additional suite seating sales will be included in the ticket manifest.

Executive Suites (66) – 200 to 265

Location: Level 200

Theatre Suites (24) – 501 to 511, and 601 to 613

Location: East End, Level 500 and 600

Loge Suites (24) – 401 to 408, 512 to 519, and 614 to 621

Location: West End, Level 400, 500 and 600

Platinum Lounges (40) – E1 to E40

Location: Event Level

(Lounges 1–20 North side; Lounges 21–40 South side)



PREMIUM SEATING

Air Canada Centre has entered into various seat licenses and/or Club agreements with respect to certain seats located in the arena to persons who, in turn, are given rights in connection with those seats for certain events. Air Canada Centre has the right to offer all Club seatholders the first right to purchase their Club seats for the event. In the event that any Club seatholder does not purchase tickets to their designated Club seats within a stated period of time, such Club seats shall be made available for sale to the general public.

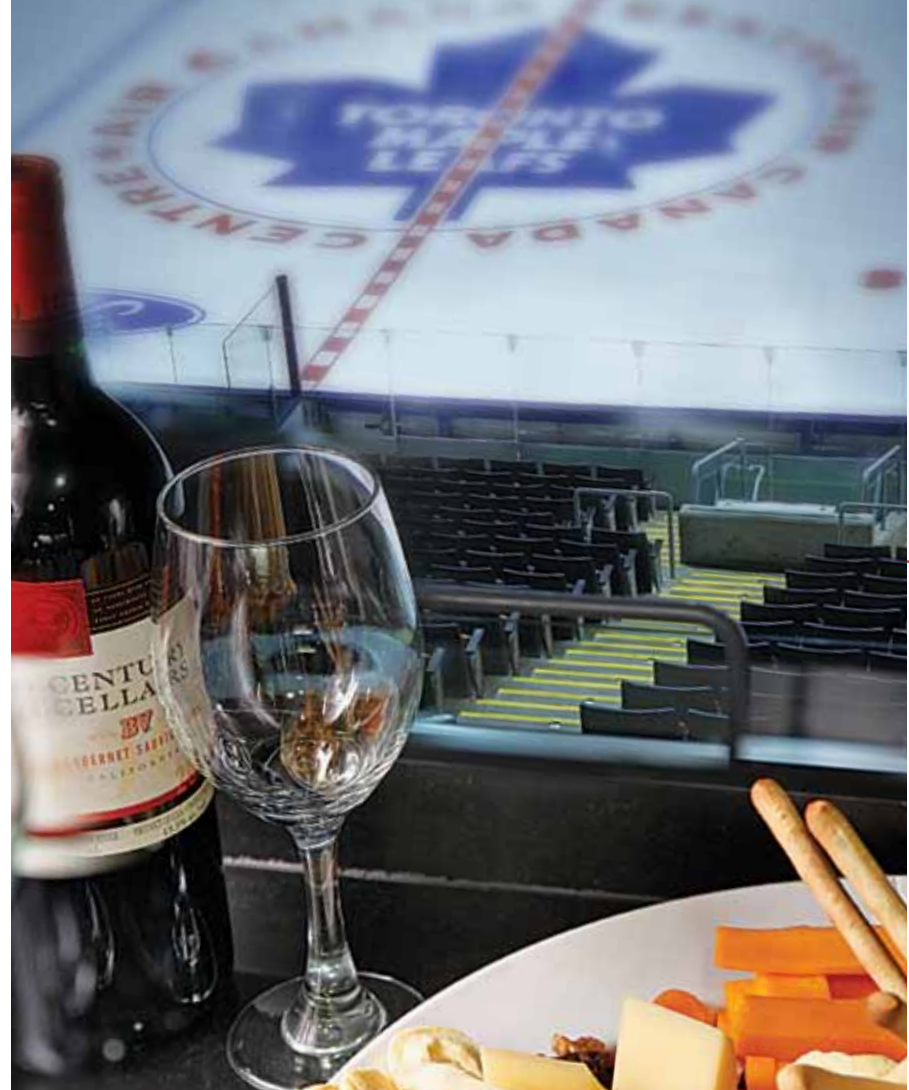
Air Canada Centre will use its reasonable efforts to conduct sales to Club seatholders one week in advance of sales to the general public.

1,500 Platinum seatholders pay a fee for the seat and access to the TD Waterhouse Platinum Club and the Event Level. 2,500 Air Canada Club seatholders pay a fee for the seat and access to Air Canada Club Restaurant. Basketball floor seating receives in-seat service and access to other events.

TICKET ON SALE PROCEDURE

The Ticket Office will hold an on sale date for ticket sales with Ticketmaster, as requested by the promoter. Upon approval of the manifest and ticket scaling of the event, the event will be built in Ticketmaster. The Licensee is responsible for providing the Event Coordinator with all "artist riders and/or artists requirements" prior to the event going on sale. Staging or production requirements affecting sightlines or killing seats must be detailed five (5) days prior to the premium on sale date.

The premium on sale window will coincide with the public event announcement date or at least four (4) days prior to the public on sale. Following the premium window and prior to the public on sale, the Ticket Office Coordinator will work with the promoter to determine and place ticket holds for both the promoter and the venue. Event promoters will be provided with an audit on a daily basis. The information can be faxed or e-mailed.





TICKET OFFICE SETTLEMENT

As soon as it is practical following the close of each day's event, or the last performance where applicable, the Ticket Office will furnish the promoter with a Ticket Office statement. The Ticket Office will also provide the promoter with all unsold admission rights, and pay over to the promoter all monies owed to the Licensee, less rental fees, house expenses, credit card commissions and any other costs due to Air Canada Centre.

AIR CANADA CENTRE TICKET OFFICE INFORMATION

Air Canada Centre Ticket Office is located in the west end of the Galleria. It is open six (6) days a week (closed on Sunday) and hours vary seasonally. Generally, the Ticket Office remains open one hour after an event begins.

EVENT STAFFING AND EXPENSES

Air Canada Centre will arrange reasonable and necessary personnel and services in connection with any event booked at the building at the expense of the client. These include but are not limited to: building staffing, security, ushers, ticket takers, police, emergency medical personnel, conversions, Ticket Office staff and operation, utilities, and phone services.

The Licensee is responsible for providing the Event Coordinator with all "artist riders and/or artists requirements" prior to the event going on sale. Staging or production requirements affecting sight lines or killing seats must be detailed five (5) days prior to the premium on sale date. After meeting with the Licensee, the Event Coordinator will prepare an estimate of costs that the Licensee will be financially responsible for at the time of settlement, and will review the specific needs of your event with you. In order to properly estimate expenses for your event, Air Canada Centre requires complete and accurate information about your event, including load-in times, event schedule, and all technical requirements. We also require expected attendance and audience profile. Late changes in

set-up or event requirements may result in overtime charges to the Licensee. The more accurate information we have about the event, the better it will enable us to plan the execution of the event in the most efficient manner. Should the Licensee require additional staff, overtime rates may apply for all requests received less than 24 hours in advance of the shift start time. Overtime may also apply for other reasons. All external rental payments will be the responsibility of the client unless otherwise authorized by the Event Booking representative.

Should the event promoter cancel the event less than two (2) business days in advance of the shift start time, he/she will be responsible to pay for event staffing.

ESTIMATING EXPENSES

For public events, we offer an all-inclusive House Expense Package, which includes all the previously listed services. The package is based on the configuration of your event.

Please refer to the following pages for a detailed explanation of these expenses. The House Expense Package inclusions will be set out in the License Agreement and/or deal memo.

Items that are additional expenses to the promoter include but are not limited to: stagehands, t-shirt security, catering, videoboard operations, sound, lighting, long-distance phone charges and miscellaneous rentals.

HOUSEKEEPING AND CLEANING SERVICES

Air Canada Centre housekeeping staff will clean and maintain all public areas during and after your event. Charges for this cleaning will be included in your House Expense Package. Air Canada Centre cannot accept responsibility for items left behind. Storage and/or moving of items left behind will be the responsibility of the client.