



## 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.