

TICKET SALES AND TICKET OFFICE OPERATION

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

Ricoh Coliseum 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 Ricoh Coliseum 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 Ricoh Coliseum, the value of which shall not be included as part of proceeds for ticket sales.

SUITES

Ricoh Coliseum has 38 Luxury Suites located throughout the arena to suiteholders who, in turn, are given rights to use their respective suites for one (1) 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 and no revenue from suiteholder tickets will be shared by Ricoh Coliseum 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 will total approximately 450 seats. Any revenue generated by additional suite seating sales will be included in the ticket manifest.

Luxury Suites (38)

Location: 4th Floor

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 pre-sale window will coincide with the public event announcement date or at least four (4) days prior to the public on sale. Following the pre-sale 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 Ricoh Coliseum.

RICOH COLISEUM TICKET OFFICE INFORMATION

The Ricoh Coliseum Ticket Office is located in the west end of the building. The Ticket Office is open on event days only. Generally, the Ticket Office remains open one (1) hour following the start of the event.

** Please be aware Ticket Office hours are subject to change.

