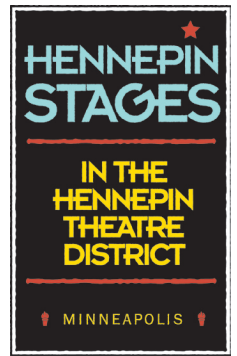


BOX OFFICE



OUTLINE OF BOX OFFICE SERVICES FOR HENNEPIN STAGES

Historic Theatre Group is contracted by Hennepin Theatre Trust to provide ticketing services at Hennepin Stages. The box office staff works with each individual production to provide comprehensive ticket services: pricing, builds, sales reports, reconciliations and more. They also serve as the liaison with Ticketmaster.

Ticketmaster is the ticketing operating system used by Historic Theatre Group. Tickets are sold directly through Ticketmaster via Ticketmaster.com, Charge-By-Phone and TM Ticket Centers. Sales are also conducted in person at the State Theatre Box Office. The State Theatre Box Office is open Monday – Friday, 10am to 6pm and Saturdays 12–3pm.

Ticketmaster fees are assessed only on tickets sold via Ticketmaster (online, charge-by-phone and ticket centers). There are no additional service fees at the State Theatre Box Office.

FEES CHARGED TO CONSUMERS (PURCHASING TICKETS VIA TICKETMASTER)

• Convenience Charge (per ticket):

FACE VALUE OF TICKET	CONVENIENCE CHARGE – ONLINE, CHARGE-BY-PHONE AND OUTLET SALES
\$10.00 and below	\$2.00
\$10.01 to \$25.00	\$5.00
\$25.01 to \$40.00	\$6.50
\$40.01 and above	\$8.00

• Handling Fee (per order): \$5.40 + taxes

FEES CHARGED TO PRODUCTION (ITEMIZED ON BOX OFFICE STATEMENT)

Ticket Sales Commissions	3% (box office sales only)
Ticketmaster Set-up Fee	\$50.00 initial set up fee + \$25.00 per performance
Ticket Printing Fee	\$.10 per ticket (paid and complimentary tickets)
Box Office Labor (on-site services/management)	\$18 per hour (3 hour minimum)
Additional Box Office Labor*	\$25 per hour

*May apply in the case of special requests from the production. Requests include – but are not limited to – pre-box ticketing (direct sales to production’s organization), specialized ticket sales via the box office and concierge ticket services.

For additional information about ticketing at Hennepin Stages, please contact Jean Yoon, Director of Ticket Operations: 612.339.7007 or jean.yoon@broadwayacrossamerica.com.