



**Frequently Asked Questions regarding the
BostonTheatreScene.com Box Office**

Servicing events at:
Boston Center for the Arts Plaza Theatres
The Stanford Calderwood Pavilion at the Boston Center for the Arts
Boston University Theatre

Please note that more detailed answers to these questions may be found in your Box Office Rider.

What is the earliest date that tickets will be available for sale through the Boston Theatre Scene (BTS) Box Office?

We stand ready to receive your ticket information as soon as all contracts are signed, sealed, and delivered and the necessary deposits have been received. It is important that you provide us with the box office set-up form no later than four weeks prior to the desired on-sale date. Please keep in mind that there may be several companies looking to get events on sale at the same time, and as such, the sooner you get your set-up information in to us, the smoother things will go. Events will be built and tickets will be put on sale in as timely a manner as possible, with consideration given to both the date such information is received and the actual event date.

How do I go about submitting my box office set up information?

The box office set-up form is designed as an Excel spreadsheet. It can either be filled out on your computer, saved and e-mailed to us, or it can be printed out, filled out by hand and mailed or faxed to us.

BCA Plaza renters should send their completed form to Darren Evans, and should cc: Joey Riddle. Calderwood Pavilion renters should send their completed form to Sondra Katz, and should cc: Joey Riddle.

Darren Evans - devans@bcaonline.org
By fax to 617-426-5336
Or by mail to 539 Tremont Street Boston, MA 02116

Joey Riddle – jriddle@huntingontheatre.bu.edu
By fax to 617-358-4028
Or by mail to 264 Huntington Avenue Boston MA 02115

FOR WIMBERLY/ROBERTS AT CALDERWOOD PAVILION ONLY
Sondra Katz – skatz@huntingontheatre.bu.edu ;
by fax to 617-434-6896
or by mail to 527 Tremont Street Boston, MA 02116

How can my customers buy single tickets from the BTS Box Office?

Once the necessary information has been received and the show has been set up in the ticketing system, you will be asked to proof and approve the set-up as prepared by BTS. After you have signed off on the complete set up tickets will be available:

- by Internet at www.bostontheatrescene.com (Internet sales end 2 hrs. prior to each performance)

- by phone at 617-933-8600 (Phone sales end 30 minutes prior to each performance)
- by TTY at 617-424-0694
- in person at the Calderwood Pavilion Box Office, 527 Tremont Street, Boston, or the Boston University Theatre (BUT) Box Office, 264 Huntington Avenue, Boston

When is the Box Office at the Calderwood Pavilion open for walk up single ticket sales?

The Box Office at the Calderwood Pavilion, 527 Tremont Street, is generally open on performance days from 12pm until 30 minutes after the latest curtain time or 6pm (4pm on Sundays), whichever is later. During less active time periods, we may delay opening until two hours prior to the first curtain time. On non-performance days and on national holidays when there is no performance, the Box Office may be closed. Ticket sales are also available in person at the Boston University Theatre (BUT) Box Office, 264 Huntington Avenue, Boston. The Box Office is generally open Monday through Friday, noon to 6:00 pm. As box office hours may vary, please call 617-933-8600 to confirm before your visit.

How do I describe BTS? Ticketing made easy!

There is one central place for many of your theatre ticket needs! BostonTheatreScene.com is a consortium of non-profit theatre companies performing in the Stanford Calderwood Pavilion at the Boston Center for the Arts (BCA), the BCA Theatres on the Plaza and the Boston University Theatre.

BostonTheatreScene.com provides ticket sales for the partner companies, as well as any other company performing or producing in the BU Theatre (including Studio 210), BCA Plaza Theatres (including the BCA Plaza Theatre and the Black Box), or the Calderwood Pavilion (including the Virginia Wimberly Theatre, the Nancy and Edward Roberts Studio Theatre, and Rehearsal Hall A).

It's the perfect way to buy multiple tickets, all in one place! For more information, visit www.bostontheatrescene.com or call 617-933-8600.

How does my show information get listed at www.BostonTheatreScene.com?

The website is linked to the BostonTheatreScene.com Box Office ticketing system. As such, your show cannot be included on the BTS website until it has been built in the ticketing system. Once that build is in place, the show can be included on the web site. We generally put the show onto the website at the same time that the show is turned on for public sale. You do need to provide us with an image for inclusion on the website as follows:

Boston Theatre Scene.com Web Image Specs

- Submit one color or b&w image per production listing
- Image can be a photo, show logo or illustration
- Image resolution should be no less than 300 dpi
- Include photo ID and photographer credit where applicable
- Accepted file types: TIF, JPG, GIF, EPS, PSD, PDF, BMP

E-mail attachments to: BTS@bostontheatrescene.com and cc: devans@bcaonline.org

How do I list BostonTheatreScene.com on my postcards, flyers, posters, brochures, releases, etc.

When referencing the provided Box Office services, it should always be referred to as "BostonTheatreScene.com Box Office" and the phone number should be 617-933-8600. No other number may be published. The website, BostonTheatreScene.com, should also be listed and should be the only web-site promoted for the purchasing of single ticket sales.

Box Office information should appear in the following format for all uses and with the following language:

For tickets:

Call: BostonTheatreScene.com Box Office at 617-933-8600

By web at: BostonTheatreScene.com

In person at: Calderwood Pavilion, 527 Tremont Street or BU Theatre, 264 Huntington Ave in Boston

OR

Outlets: Calderwood Pavilion, 527 Tremont Street or BU Theatre, 264 Huntington Ave in Boston
Neither the physical Box Offices at the Calderwood Pavilion or the BU Theatre should be called the BostonTheatreScene Box Office. Instead, reference the venue as an outlet.

All printed materials (including mailings, advertisements, posters, flyers, discount coupons, etc.) must be forwarded to the BCA and BTS for review and approval prior to going to print, allowing at least two business days for approval.

Are there any opportunities for my show to be represented in the Calderwood Pavilion lobby?

Flyers and Postcards Shows being sold by BostonTheatreScene.com and performing on the Boston Center for the Arts Campus or at the Boston University Theatre may provide us with flyers and postcards for inclusion in the flyer rack on a space available basis. Flyers should be printed in either a 4" x 9" format, or a 6" x 4.25" format. Flyers should be delivered to 527 Tremont Street to the attention of "Pavilion Management". Please do not put your flyers directly in the rack. Deliver them to us, and we will take care of filling the rack. There will be times when the rack is full, but we will circulate all shows through the rack taking into account performance dates.

Posters All Shows being sold by BostonTheatreScene.com and performing on the Boston Center for the Arts Campus or at the Boston University Theatre may provide us with a poster to be hung in the lobby. We are happy to provide these poster opportunities to each company during their engagement. That said, we are not in a position to follow up with each of you to determine your desire to utilize said positions. If you wish to utilize it, please bring your poster to the Pavilion to the attention of Sondra or Austin, a few days before you begin performances. Feel free to deliver the poster a few weeks prior to the start of performances. If space is available, it may go up early. The filling of these positions (when not claimed by the scheduled shows) will be at our discretion.

Posters should meet the following specifications:

Poster Size - 30" x 55" (before lamination). (We plan to design a template frame that will accommodate smaller posters, but there is currently not an ETA of when that will be ready, and for the time being can only accommodate posters of this size. All posters must be laminated.

We opt to print the posters on an opaque vinyl, UV-resistant stock, and then laminate it.

The vendor used currently by Huntington and SpeakEasy Stage Co is:

Elaine Bull

tel: 978 363-2290

cell: 978 375-5557

e-mail: ebull@noblefordproductions.com

Other companies have used Kinkos or other similar vendors.

I have always listed and/or sold my shows on TheatreMania.com – may I continue to do so?

You may continue to list your show on TheatreMania.com. The only difference is that the link to purchase tickets should take the ticket buyer directly to BostonTheatreScene.com. For assistance with providing the link, please e-mail a request to BTS@bostontheatrescene.com who can provide you with the appropriate link. This same link can be included on your company's website as well to bring your ticket buyers directly to your show on the BTS website.

Can I sell tickets through Artsmail or Bostix?

Arts Boston members may sell tickets through ArtsMail and BosTix, but it must first be arranged with the Box Office for programming purposes. Your desired prices for BosTix should be included on your Box Office Set-Up form, and ArtsMail will dictate their price and submit it to the Box Office with their first order. In the event that you use either of these services, a specific number of seats must be allotted to accommodate their patrons. In the event that a performance is nearly sold out, both of these services can be stopped, but any sales done prior to this time must be honored.

ArtsMail will submit a cumulative order to the Box Office for any sales done through their catalogue prior to the opening of the show. BTS will then send these tickets to the ArtsMail office for distribution to their customers. Should presenters choose to sell seats through the ArtsMail website for the duration of your run (ArtsMail Online), ArtsMail will submit an order via email to the Box Office on the day of the performance.

Seats can also be held for sale at BosTix. These tickets will be sold and issued by BosTix on the day of the show, and the booth will then report their final sales for each evening to the Box Office. Seat locations for shows using assigned seating will be determined and relayed to BosTix prior to the day of the performance.

In the case of both BosTix and ArtsMail, the BTSBO will not receive any revenue from these outlets, as it will go directly to the presenter and be deducted from the weekly settlement. Also, please be aware that all tickets sold through ArtsMail and BosTix are considered Consignment Sales, and associated fees apply.

We plan to offer a subscription. Can you handle subscription sales?

BTS is not able to offer subscription sales for BTS users (though it is a benefit offered to BCA Resident Companies). You would need to sell your own subscriptions and then submit a request to us for subscription tickets on a consignment basis. The tickets would be pulled and given to you for distribution. Remember that full Capital Enhancement Fees and Box Office Set-up fees still apply.

How and when do we receive box office statements and settlement checks?

Box Office Statements and settlement checks are generally ready on the Friday following each performance week for the previous Monday through Sunday. Settlement packets can either be picked up at the Calderwood Pavilion Box Office, or mailed. If you wish to have the settlement mailed, please let Tom O'Connor, the Calderwood Pavilion Box Office Coordinator know what address you want the settlement mailed to. If you choose to pick up the settlement, please let Tom know what individuals are authorized to pick up the settlement.

Where should we send special needs patrons who wish to purchase tickets?

By phone: 617-933-8600

By TTY: 617-424-0694

By E-mail: BoxOffice@bostontheatrescene.com

Have a question not answered here?

If you are a Plaza Theatre or Hall A renter, contact Darren Evans.

devans@bcaonline.org

By phone 617-426-2029

By fax to 617-426-5336

Or by mail to 539 Tremont Street Boston, MA 02116

If you are a Wimberly or Roberts renter at the Calderwood Pavilion renter, contact Sondra Katz .

skatz@huntingtontheatre.bu.edu ;

By phone 617-933-8671

by fax to 617-434-6896

or by mail to 527 Tremont Street Boston, MA 02116