



Big Budda Boom
connecting your senses

Event Ticketing eForm

Big Budda Boom eForm v2

Welcome to the Big Budda Boom *Event Ticketing* eForm. This form has been designed so that it can be completed digitally. If you view this form in your copy of the free *Adobe Reader* program, you can complete all of the fields using your computer, and then automatically email the data to us using the button provided at the end of the form.

If you have any questions or need help using this form, please contact us using the details provided in the footer. Thank you for choosing Big Budda Boom's Event Ticketing services!

OFFICE USE ONLY:

This form is attached to, and relates to, the following quote number...

Obtaining a quotation

If you have been asked to complete this form in order to obtain a quotation, you only need to complete Sections 1 - 8.

Setting up your performance

If you have already received a quote from us & are completing this form to setup your events, please complete all sections. We will setup your event(s) based on the way you complete this form - so please ensure it is completed correctly.

SECTION 1 - CONTACT INFORMATION

Your name	<input type="text"/>	Phone	<input type="text"/>
Email address	<input type="text"/>	Fax	<input type="text"/>
Address	<input type="text"/>	Mobile	<input type="text"/>
Suburb	<input type="text"/>	State	<input type="text"/>
		Postcode	<input type="text"/>
Business name	<input type="text"/>		
ABN	<input type="text"/>	Purchase order #	<input type="text"/>

SECTION 2 - CORE EVENT DATA

Event name	<input type="text"/>	Tickets on sale (date)	<input type="text"/>
Event type	<input type="text"/>	Tickets on sale (time)	<input type="text"/>
			<input type="text"/>
Venue name	<input type="text"/>		
Venue address	<input type="text"/>		
Venue suburb	<input type="text"/>	State	<input type="text"/>
		Postcode	<input type="text"/>



If you require the use of our fulfilment services (where we post the tickets to your clients), the 'off sale date' must be at least TWO WEEKS before the first event starts. This allows enough time for your clients to receive tickets in the mail.

What type of seating classification will you be using?

What type of ticketing do you require for your events?

- ☐ eTickets (your clients MUST print & bring their confirmation email to the event)
- ☐ Printed tickets (Big Budda Boom will print & mail the tickets to your clients)
- ☐ Printed tickets (Big Budda Boom will print the tickets, but you mail them)
- ☐ Printed tickets (we'll email you a .CSV file; you print & mail your own tickets)

SECTION 3 - CORE SEATING DATA

How many performances are you using our ticketing services for?

How many seats will you be using at the venue (per performance)?

...therefore, the total number of seats (all up) is:

*This is a calculation derived from: **performances * seats***

How many seats (per performance) will NOT be sold online?

These tickets will be left for you to sell using your own methods

...therefore, the total number of seats NOT being sold online is:

*This is a calculation derived from: **performances * offline seats***

...and therefore, the total number of seats being sold online is:

*This is a calculation derived from: **total seats - total offline seats***

If your event has assigned seating, which rows / sections (in their entirety) do you want to omit from the online sale? Please ensure the number of seats in these sections / rows adds up to a total of (per performance).

SECTION 4 - VENUE LAYOUT / SEATING MAP

- ☐ I will email a detailed seating plan to Big Budda Boom
- ☐ I want Big Budda Boom to design an electronic copy of the seating map
- ☐ This is a *General Admission* event - a seating plan is not required

SECTION 5 - LIMITATIONS & FEES

What's the maximum number of tickets someone can buy (per order)?

Note: Users will still be able to submit multiple orders

Do you want to charge your customers a per-order "booking fee"?

☐ No thanks

☐ Yes, make the fee \$

SECTION 6 - PRICING CATEGORIES

Will you have different pricing levels for your tickets?

☐ No - all tickets will sell for \$ (inc GST and all fees). --> *Please skip ahead to Section 7 (overleaf)...*

☐ Yes, I'll have different pricing categories for my tickets. --> *Please complete the section below...*

If you selected 'Yes' above, please complete the category information below. We've included a few spaces for different categories, but leave the ones you don't need *blank*. You can also click into the dropdown field and add your own 'pricing category' names if you don't like the ones we've used. But remember - only one price for each type of category, so make sure you don't have the same category-name showing twice!

Category 1 is called and the tickets for this category will be \$ (inc GST and all fees).

Category 2 is called and the tickets for this category will be \$ (inc GST and all fees).

Category 3 is called and the tickets for this category will be \$ (inc GST and all fees).

Category 4 is called and the tickets for this category will be \$ (inc GST and all fees).

Category 5 is called and the tickets for this category will be \$ (inc GST and all fees).

Category 6 is called and the tickets for this category will be \$ (inc GST and all fees).

Note: With online tickets, there is no way to verify a student or concession card holder. You may wish to check for valid identification at the door.

SECTION 7 - UPSELLS

Would you like to include any up-sells during the ticketing checkout process? Upsells can including pre-paying for parking, show programmes, or food and beverage vouchers during the ticketing checkout process. Customers who pre-pay for an item will receive additional tickets for each item that they pre-pay for. Upsells are added "per-order" (and not "per ticket"), with an independent quantity field per up-sell item... so, for example, a customer ordering 10 event tickets could also purchase 2 parking vouchers and 3 show programmes. Leave this section blank if you don't want to include any upsells.

Upsell 1 is called and the price for this item is \$ (inc GST and all fees).

Upsell 2 is called and the price for this item is \$ (inc GST and all fees).

Upsell 3 is called and the price for this item is \$ (inc GST and all fees).

Upsell 4 is called and the price for this item is \$ (inc GST and all fees).

Upsell 5 is called and the price for this item is \$ (inc GST and all fees).

Upsell 6 is called and the price for this item is \$ (inc GST and all fees).

Upsell 7 is called and the price for this item is \$ (inc GST and all fees).

Upsell 8 is called and the price for this item is \$ (inc GST and all fees).

SECTION 8 - DELIVERY DETAILS

If you are NOT selling all of your tickets online (refer to Section 3) and you've asked us to print your tickets for you (refer to Section 2), where would you like us to send these pre-printed 'offline' tickets to?

☐ Please post/courier them to the address I've provided in Section 1

☐ Please post/courier them to:

SECTION 9 - BANK DETAILS

Once the event has gone off sale, ticketing monies (minus any fees) are deposit into your nominated bank account within 7 business days of the sale ending. Please nominate this bank account below.

Bank name:

Account name:

Bank BSB:

Account #:

SECTION 10 - NOTES & FEEDBACK

If you have any last minute notes or information you need to provide, please let us know...

SECTION 11 - THE LEGAL STUFF

- You realise that refunds for ticket purchases are not, in any way, provided or processed through any of Big Budda Boom's system(s), or through our ticketing website(s). If a ticket purchaser requires a refund for change of mind, cancellation, accidental purchase or any other reason, then these refunds need to be processed manually through your organisation (i.e. the ticket purchaser comes to you to raise a query and then your company refunds the money as their original payment amount will still be deposited into your account in the sale-close banking deposit, minus the standard ticketing fees).
- You understand that any unsold online seats still attract per-ticket fees, but do not attract any of the percentage-based fees.
- You agree to provide enough time between the off-sale date and the date of the first performance. This is to allow enough time for ticket purchasers to receive their tickets in time before their event. Big Budda Boom generally recommends that this period is at least 2 (two) full weeks.
- You acknowledge that upon your approval of any Big Budda Boom quotation(s), Big Budda Boom requires that any setup/pre-event fees, as mentioned in said quotation, are paid upfront and before the event(s) go on sale. Payments can be made via cash, credit card online or via a bank deposit/transfer into our account (details provided in the footer of our invoices).
- You agree that all information provided by you to Big Budda Boom on the / this Event Ticketing setup form are correct, and will therefore not hold Big Budda Boom responsible for errors or omissions to this information. This information will be printed onto the event tickets. Should any errors or omissions be detected, you will be invoiced for any additional ticketing, printing / reprinting and / or other costs incurred by Big Budda Boom.
- You recognise that although you may ask Big Budda Boom to apply limitations to the number of tickets a ticket purchaser can purchase through the ticketing system, there is nothing to prevent ticket purchasers from submitting multiple orders.
- You understand that there is no method to validate discount cards (such as, but not limited to, concession cards, seniors cards, student cards and so forth) via an online system. Therefore, you recognise that Big Budda Boom requires that ticket purchasers be honest in their selection of ticket pricing categories when tickets are purchased through Big Budda Boom's online system(s). Should a ticket purchaser order / purchase the incorrect class of ticket either intentionally or otherwise via Big Budda Boom's online system(s), then it is up to your staff / ushers to query and / or verify any ID or concession cards at the time the ticket purchaser enters the venue or displays their ticket(s) to your staff / ushers. You understand that should a ticket purchaser enter an event with the incorrect class of ticket(s), then this issue falls entirely within the hands of your staff / ushers and that it is up to your company / staff / ushers to decide whether they wish to pursue this matter with the ticket purchaser in question and request that the ticket purchaser pay any additional fees, etc. Big Budda Boom is not liable for any loss of revenue that you may incur arising from instances where ticket purchasers purchase tickets of the incorrect ticket class.
- You realise that any upsell services added to the virtual shopping cart by ticket purchasers will each appear on their own ticket. For example, should a ticket purchaser order 3 upsell parking vouchers and 3 beverage vouchers *in addition* to their event ticket(s), then they will receive a total of 6 extra tickets (in addition to their event ticket(s)). Furthermore, you understand that each ticket, regardless of whether it is an event ticket or upsell ticket, will incur the standard ticketing fees and charges at outlined in the quotation provided to you by Big Budda Boom.
- You recognise that Big Budda Boom's system(s) may display an event as being temporarily full or temporarily sold out, if a large number of customers are utilising the ticketing system(s) at the same time. This is due to ticket purchasers often beginning the purchasing process with more tickets than they actually require. As a result, the ticketing system temporarily reserves the total number of requested seats for a short time period. Any unwanted seats from this ticket purchaser are then released back into the general sales pool for that event either a) when the ticket purchaser finishes the checkout process, or b) when the ticket purchasers session expires (whichever comes first).
- You acknowledge that Big Budda Boom's system(s) utilise current web technologies and that we require your ticket purchasers computer's use web browser applications that are current-version, and are compatible with AJAX, JavaScript and frame page technology. You recognise that should ticket purchasers run an out-dated computer software system and / or web browser application, they may have difficulty purchasing tickets through Big Budda Boom's system(s). Where possible, warnings will appear on Big Budda Boom's online system(s) to advise ticket purchasers of this. Warning will also appear, where possible, when a ticket purchasers system is incompatible with Big Budda Boom's system(s).
- You understand that to keep your costs down, Big Budda Boom does not provide a telephone-based booking system. All sales are online only. You recognise that all sales are final and that should a ticket purchaser wish to refund their tickets, they must contact your organisation to process this refund.
- You agree that any ticket purchaser that contacts Big Budda Boom regarding queries or refunds will be redirected to your organisation.
- You recognise that should a ticket purchaser open multiple web browser windows to Big Budda Boom's online purchasing system(s) for whatever reason (ticket purchasers generally do this to see if better tickets are available to them), that their original set of tickets allocated to them by the system, may be rendered invalid as they are returned to the general ticket pool for that event when the timeout expires.
- You agree that should ticket purchasers clear their web browser application cache or cookies, or should they restart their computer or operating system, that any tickets they may have reserved (but not yet completed the checkout process for), will be lost to them, and returned to the general ticket pool for that event when their session timer on the server expires.
- You recognise that it is the responsibility of the ticket purchaser to bring their event ticket(s) and / or upsell ticket(s) with them to the event(s). In addition, you acknowledge that where eTickets are used, it is up to the ticket purchaser to bring their relevant eTicket(s) with them on the day of the event(s).
- You understand that, where applicable, you will convey any relevant terms, conditions and notices to your ticket purchasers so that they are aware of Big Budda Boom's, as well as your, processes and procedures.
- You agree that in instances where a ticket purchaser chooses to place multiple orders (under the same order name and / or order address) using Big Budda Boom's system(s), our system(s) will often mail all tickets to the ticket purchaser in the same envelope, regardless of how many postage fees the ticket purchaser had paid on their multiple orders. In instances where more than one envelope is required (due to a quantity of tickets not fitting within a standard sized envelope), tickets will be sent to the ticket purchaser in multiple envelopes.
- You understand that Big Budda Boom's system(s) will allocate seating to ticket purchasers based on the next-best-available to fit the purchasers requested number of seats, and that ticket purchasers cannot select their own seats. You also recognise that Big Budda Boom's system(s) is not designed to sell tickets for dinner-style events with tables, unless said event(s) is / are General Admission (ie. without assigned seating).
- You realise that Big Budda Boom's system(s) only generate 1 (one) eTicket per order and that all tickets for all events within that order, will appear within the same, single eTicket order email.
- You acknowledge that all information provided to Big Budda Boom is correct. In addition, you acknowledge that all seating and / or venue maps provided to Big Budda Boom are correct. Furthermore, you agree that Big Budda Boom is in no way responsible for revenue lost or reputations damaged, should a ticket purchaser be sold ticket(s) to seats that do not exist in real life, due to an error with the information you have provided to us.
- You agree that should a ticket purchaser close or end their web browsing session on our site without successfully checking out with ticket(s) allocated to them, said ticket(s) will be lost and returned to the general ticket allocation when their session timer expires. In addition, you understand that should a ticket purchaser end their session without clicking the 'Close', 'Exit' or 'Quit' (or words to that effect) link on the ticketing system, any tickets allocated to them will remain 'in limbo' until that ticket purchasers session-timer on the server expires. Said ticket(s) will not return to the general ticket pool until the session timer for that session expires on the server.
- You acknowledge that some venues may not permit entry to patrons after the event has started, and / or if a patron is not dressed suitable, and / or is behaving inappropriately, and / or is eating / drinking/ smoking in the venue, and / or is using a mobile phone in the auditorium area, and / or is using photography or video / audio (or other) recording devices in the venue (unless stated by either the venue's or event's management), and you will therefore not hold Big Budda Boom or its agents responsible for refunding those who were not permitted entry to the venue under these or any other circumstances.
- You understand that should an event be cancelled (in its entirety) by you, a refund is available to you under certain circumstances. If the event had already gone on sale, then any income from tickets sold up until the retraction point will be deposited to you, less any per-ticket flat-rate & percentage fees (for any tickets sold so far), as well as any event setup fees. You will then need to refund your customers using your own methods (we will provide a email or .CSV report of tickets sold so far, so you will know who & how much to refund). In addition, should any other tickets have been printed in advance by Big Budda Boom (eg: offline tickets), then you agree that this refund amount will also exclude any per-ticket flat-rate charges for these pre-printed tickets.
- You agree to pay for any costs arising from fraudulent online ticket purchases, including reprinting / supply of tickets to replace those bought fraudulently. This includes any fees the fraudulent tickets would have originally attracted.
- You recognise that approval to proceed with any quotation(s) will be sufficient authority to book or reserve / prepare, and approval of quotes will be considered authority to enter into contracts with suppliers where necessary. All reasonable steps will be taken to comply with requests to change, or cancel plans, and / or goods & services bought or engaged on behalf of the client, provided that this can be done within the contractual obligations in place and within these terms & conditions. In the event of cancellation or amendment, the client will reimburse or indemnify Big Budda Boom for any charges to which it is committed. To the extent permitted by law, Big Budda Boom disclaims any liability arising from any dealings with Big Budda Boom.
- You agree that in the settlement of any dispute with suppliers properly engaged (either as principal or as agent for the client) to provide goods or services, Big Budda Boom has the right to act for itself and on behalf of the client, and to negotiate a settlement, and the client must indemnify the consultancy for the amount of the settlement. It is the client's responsibility to review all materials and documentation prepared by Big Budda Boom under this agreement, and to confirm that representations made, either directly or implied, are supportable. It is also the client's responsibility to confirm the accuracy and legality of descriptions of client's products and services, and or competitive products or services, described or depicted.
- You understand that in signing this agreement, you accept & understand the abovementioned terms & conditions in their entirety. You agree to all costs as outlined in quote #:

☐ I agree to all of these terms, conditions and notices.

SECTION 12 - DOCUMENT SIGNOFF

By signing below, you indicate that you have completed this form truthfully & accurately, and that you agree with all terms & conditions. Big Budda Boom will not share your information with anyone else, nor will we sell your personal information or details to a third party. Big Budda Boom will endeavour to inform you of the progress of your application via email.

Your name

Your signature:

If you do not have the full version of the Adobe Reader, please tick this box to sign this document & agree to all terms & conditions... ☐ I agree - please take my acceptance as my signature.

Date:

GOOD TO GO?

Once complete, please press the **Submit by Email** button below to send the form data back to us, or the Print button to print a copy for your records (or for posting to us). Thank you.

Where to now?

Thanks for taking the time to complete this form. Once we receive this form, we will email you with a quotation within 3 business days. A copy of your pre-filled form will be returned to you via email at this time, so that if you choose to go ahead you don't have to re-enter everything :-)

Thank you.