

CITY OF
GREAT FALLS
Mansfield Box Office

The information provided below will be used to build your event for sale through the Mansfield Box Office's online ticketing application <http://ticketing.greatfallsmt.net>. The lines with the * are required information.

***Promoter Name/Address/Phone/E-mail:**

***Seat Map Information:** (Provide information on which map to use – entire venue, floor only, with east bleachers, with west bleachers, with balcony – any combinations. Of if new venue, need a full color JPEG, no bigger than 21000 bytes, along with section/row/seat count)

***Name of Event/Show:**

***Date(s) of Event:**

***Event Description:** (Please include information that public will want/need to know and that will make them want to come to THIS event):

***Ticket Price(s):** (Please include any discounts or special offers – when they start/end and who is eligible)

***Event Start Time:** (On sale time will always be 9:00 a.m. MST unless otherwise requested)

***Event End Time:**

***Links to Any Websites?** (Please provide web addresses)

***Intermission:** Yes (how many minutes into the show ____ No ***Seating:** Reserved General Admission

***Merchandise:** Yes No **Do you need a staff person to sell?**

***Sight Holds:** (standard site holds are 42 seats on the main floor in Sections A, B, D and E)

***Sound Holds:** (standard sound holds are 25 seats on the main floor Section C all of rows T and U)

***Media Promotion Holds:** (Number of seats + location for reserved shows; include when to release or hold indefinitely)

***Show Holds:** (Number of seats + location; include when to release or hold indefinitely)

***Sponsor Holds:** (Number of seats + location; include when to release or hold indefinitely)

***Fan Club Holds:** (Number of seats + location; include when to release or hold indefinitely)

***Description of any Other Holds:** (Number of seats + location; include when to release or hold indefinitely)

***Is this Event/Show Part of a Package? If yes, What Other Shows are Involved?**

- When do package sales start? When do package sales end?
- When do individual sales start?
- Please describe how the packages work, any special pricing for the packaging, etc

***Autographs or Meet and Greet?** Yes, location: _____ No

***Start Date for Sales** (please allow 2 weeks after receipt of all required information):

***Full Color JPEG Image** – email to ticketing@greatfallsmt.net – Note show build allows use of two different images

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Frequently Asked Questions

For Advertising/Informational Purposes, Please Use (all advertising expenses are the responsibility of the promoter)

Mansfield Box Office

Located in the Mansfield Convention Center of the Civic Center (SW side of the building)

2 Park Drive South * Great Falls, MT 59401

Regular Hours: Monday-Friday, 9:00 a.m.-4:30 p.m., 406-455-8514

Event Hours: 1.5 hours before start time of event and remain open until ticket sales end

Additional Hours: \$25 and hour with 2-hour minimum, please refer to Contract

24/7: <http://ticketing.greatfallsmt.net>

Mansfield Theater Capacity

1782

- 919 on main floor*
- 282 in loge (lower balcony)
- 581 in upper balcony

*Note: typically the main floor requires 42 sight holds and 25 sound holds, determined by your Technical Rider, which may reduce seating to 852

Mansfield Convention Center Capacity Options

All are based fire code regulations using combinations of furniture and people. Please work with our Event Coordinator for additional options, 455-8510.

Establishing Ticket Price

Ask us how we can help you determine what tends to sell in this market. For example, most promoters offer one price for all tickets with an increase on the day of the event. Reduced pricing for four (4) or more tickets is also popular. In the Mansfield Theater prices based on seat location – a high price on the main floor and the loge and a reduced price in the upper balcony – is also popular.

Complimentary Tickets

The Use Permit allows for 30 complimentary tickets per show. Complimentary tickets issued over 30 are subject to the fees outlined in the Use Permit. We recommend promoters provide the Box Office a list of all complimentary ticket recipients – including the number of tickets per person or party, the location of the seats and the name/address of the recipient – prior to going on sale. Tickets will only be filled if requested by parties on the list or if requested by the promoter (to help hold down costs and the number of free tickets issued). Many promoters have also found success by issuing letters to patrons receiving complimentary tickets asking them to exchange the letter for the tickets – again, this assures that only patrons who want to use the complimentary tickets take advantage of the offer, helps hold down costs, and makes additional seats available for sale when complimentary ones aren't filled. We ask that all complimentary tickets requests be filled during regular hours and not done "at the door."

Merchandise Sales

Per the Use Permit, 20% of gross is due immediately following the event. There is no sales tax in Montana. The 20% is charged regardless if the venue sells or the show. Additional sales people may be hired for \$25/hour with a 2-hour minimum.

Shipping and Receiving of Merchandise

The Mansfield Center for the Performing Arts has no storage facilities and is unable to accept any material shipped. This service may be contracted through *Ship It*. *Ship It* is a full service package shipping and receiving center.

- Promoters/Permit Holders may work with Dave or Marcy at *Ship It*, 406-727-7157 (day) or 406-761-2585 (nights/weekends), see Shipping and Receiving of Materials below
- *Ship It* will accept and store merchandise prior to event and deliver it to our venue
- *Ship It* will pick up and return any unsold merchandise following an event

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Ticketing System Reports

The Mansfield Box Office provides an integrated ticketing solution for both promoter and patron. When using our services the following reports are provided at no charge, additional reports may be requested for \$150 per report (to be withheld from event revenue or facility deposit). Custom reports may also be available through the ticketing system, call 406-455-8514 for a quote. Please request quotes for custom reports a minimum of 2 months prior to show date. Please allow 2 weeks to fulfill requests for additional reports.

- Performance Report
- Credit Card Report
- Ticket Buyer Report
- Seat Manifest

Promoter Log-in

Permit holders will be given a user name and password to access the status of their ticket sales 24/7 from the home page of the ticketing site <http://ticketing.greatfallsmt.net>. Permit holders will have this access from the day the show is built until 1 week following the completion of the show. To retain the reporting any longer, we ask the permit holder to please print or copy the information on to a computer.

Patron Email/Email Blasts

Only the organization of the performance for which tickets were purchased and the City of Great Falls Mansfield Box Office has access to ticket buyer information. Promoters may access this information 24/7 via their promoter log-in. Promoters may use ticket buyer's e-mails to do email blasts for special offers, early on sale, show updates etc.

- Promoters doing season ticket sales should ask for their ticket buyer's name, address, phone and email and provide all this along with the order at the time the Box Office does season ticket fulfillment.
- Promoters may do their own email blasts or the Mansfield Box Office provides email blast services for \$25/hour with a 2-hour minimum.
- Requests need to be made 7 working days in advance and include the material or information to be sent. Requests made with less than 7 working days notice will incur a \$350 rush charge and need to be considered on a case by case basis.
- An estimate for the email blast will be provided at the time of the request (it will be based on the number of emails for the performance).

Concessions

Concessions are provided for events in the Mansfield Theater. For the Mansfield Convention center promoters may make their own concession arrangements.

Poster Distribution Service

Service for poster distribution may be hired through *Quality Life Concepts*. They provide a standard distribution of posters to businesses in Great Falls that accept posters and charge a flat fee per poster. Please contact them to make the necessary arrangements and for a price quote.

- Brenda Sampson (brendas@qlc-gtf.org) or Jo-Vivine Jones (jo-vivinej@qlc-gtf.org), 406-452-9531

Media Contacts

Television

- KFBB – ABC Affiliate, www.kfbb.com, 406-453-4377
- KRTV – CBS Affiliate, www.montananeewsstation.com, 406-453-2431
- KBGF – NBC Affiliate, www.beartoothnbc.com, 406-761-1666
- Bresnan – Cable TV, www.advertiseonbresnan.com, 406-452-4111

Media Contacts - continued

Radio

Cherry Creek Radio, 406-761-7600

- KLFM 92.9 FM Good Time Oldies
- KLSK 100.3 FM Adult Alternative
- KMON 560 AM Country and KMON 94.5 FM "The Max" Country
- KVVR 97.9 FM "The River" Lite Rock Favorites

Fisher Radio, 406-761-2800

- KQDI 1450 AM "News Talk 1450" News/Talk and KQDI 106.1 FM "Q 106" Classic Rock
- KINX 107.3 FM "Radio Sam" Modern Rock
- KAAK 98.9 FM Top-40

Great Falls Tribune, www.greatfallstribune.com, 406-791-6578

Lively Times, www.livelytimes.com, 406-644-2910

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