



Hearthside Books Ticket Policies

Hearthside Books is happy to assist local organizations with the selling of tickets. It is a pleasure to contribute our time and resources to assist with worthwhile events in Juneau. Selling tickets brings new people into our stores and offers your organization two convenient ticket outlets.

As ticket sales and our costs have changed over the years, we now find it necessary to update our ticket policies. These changes apply to all events occurring after May 31st, 2010.

Fee changes:

Hearthside will now charge a 4% fee for all general seating events, and 5% for all events involving assigned seats, and a 6% fee to for profit organizations. Additionally, we will charge a \$10 set-up fee for all events involving traditional (non-Vendini) paper tickets. Please note, these fees cover only a portion of our credit card, NSF check, and labor costs.

Complimentary tickets for Hearthside staff:

Hearthside asks that at least 6 complimentary tickets be made available for Hearthside staff to attend your event. If your event is very expensive, involves extra costs (food, for example), or has limited seating, we can negotiate comp tickets on a case by case basis.

Advertising:

Hearthside Books should be mentioned by name in all print and radio advertising, programs, posters, and on your organization's web site (if you have one). If possible, Hearthside's logo (available upon request) and url should also be listed.

Picking up unsold tickets prior to event:

Tickets may be picked up no earlier than 2 hours prior to start of the event. Customers often purchase tickets at the last minute and are disappointed when tickets are not available to them. When tickets are picked up, Hearthside staff will count the tickets before giving them to you, and ask for your initials.

Ticket design suggestions:

When designing your tickets, please make them easy to read with prices, ages, times, and venue all printed clearly. Tickets for each price group are preferable to requiring circling of different prices on the same ticket. To help us avoid selling the wrong tickets to a customer, try to make tickets of different prices and for different performances in different colors.

If you have any questions about selling tickets through Hearthside, please call 789-2459 and speak to Christine.

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