

## BOX OFFICE FOR EXTERNAL HIRERS

At the RCM our Box Office team are experienced in managing the administration of our in-house and external events programmes. The team provides a professional Box Office service and is here to make the process simpler for you. Please read through the following options to determine which one works best for your organisation.

Option 1	Option 2
Full RCM Box Office Service	Client's own Box Office with unallocated seating

### OPTION 1: FULL RCM BOX OFFICE SERVICE

#### Cost

£500 + VAT administration fee plus 15% commission on all ticket sales. The maximum number of commission-free tickets that can be claimed is equal to 10% of the venue capacity. You are welcome to offer more complimentary tickets than the 10% capacity, however commission will be claimed at 15% of the top priced tickets for any tickets over this limit.

Please note, for multiple performances or multi-day hires, additional charges may apply to cover the added staffing requirements.

#### Box Office Procedure

The deadlines for our event building process work backwards from the day that tickets will go on sale for your event (called the On-Sale date).

##### Minimum 2 months prior to On-Sale date

Confirmation of Box Office Services  
 Agreement of On-Sale date, including priority On-Sale date for VIPs if there is one  
 New External Event Form issued to hirer and the organisation's main contact confirmed

##### 1 month prior to On-Sale date

New External Event Form to be returned to the Box Office and the RCM Event Manager, including all event information for website listing:

- Public or Private audience
- Event title
- Event description
- Ticket price (inc concessions) and any promotional codes
- Start, interval and end times

- Any specific seating plan requirements
- Refund policy
- Complimentary Tickets – please request the number of complimentary tickets required

## 1 week prior to On-Sale date

Final Approval before going on sale

## 1 week prior to event date

Final list of guest tickets (including full guest name and email address in order of priority seating)

## Event Takes place

## Post-event Settlement

Please liaise with your RCM Events Team contact to arrange post-event settlement or invoicing.

## Tickets

Please note that we are an e-ticket only venue. All guests will receive their ticket(s) by email unless a customer does not have an email address. This is a decision we have made as an organisation in order to be more sustainably focused. An example of the e-ticket is provided in Appendix 1 below.

## Booking fee

A booking fee of £1.95 is applied to all transactions made online but is not applicable for purchases over the phone or in-person. This booking fee is a global setting and cannot be removed for individual events.

## Complimentary Tickets

Please include the number of guest tickets that you would like to hold on the New External Event Form. The maximum number of commission-free tickets that can be claimed is equal to 10% of the venue capacity. We kindly ask that you send us the final list of guest tickets, including the guests' names and email addresses, in MS Excel Spreadsheet format at least one week prior to the event. Please let us know if you wish to allocate specific seats to your guests. We understand that you may have last-minute changes to your guestlist and we will always try our best to be flexible.

## Sales Reporting

We are happy to provide you with regular sales reports. We would recommend scheduling a sales report once a week, with the option for more regular reporting nearer the date of your event if you wish. We are not able to share customer data with external hire clients or other third parties in accordance with the terms and conditions of [RCM's privacy policy](#).

## Point of Contact

To ensure the smooth running of going on sale, handling enquiries and processing complimentary tickets, the Box Office requires a single point of contact (name, email address and phone number) within your organisation.

## Opening Hours

Our normal opening hours for telephone, email and in-person enquiries are 1pm to 4pm, Monday to Friday. Our staff are on hand to assist bookers with purchasing tickets and answering any questions they may have. During these hours, we can be reached on 020 7591 4314 or [boxoffice@rcm.ac.uk](mailto:boxoffice@rcm.ac.uk).

## On the event day

The Box Office will be open on site from one hour before the event begins and will remain open for 15 minutes after the event has started. If you would like for the Box Office to be open earlier/later, we can organise this for you at an additional cost. Please note that the Box Office desk in the RCM main entrance foyer can only be used by RCM staff.

Should you have multiple performances on one day, there may be additional staffing costs incurred so please discuss this with your RCM Event Manager if this is the case.

## Access Requirements

The RCM has easy access to most areas via lifts and ramps and all performance venues can be accessed by visitors with limited mobility. Dedicated wheelchair spaces are provided in our venues and can be booked via contacting the Box Office. Detailed information about access to our venues can be found on our [website](#). We ask that you inform us in advance of any members of staff, cast, crew or guests with limited mobility or specific access requirements.

## RCM Website

Please note, the RCM is unable to advertise or provide marketing support for any external hires. Once built, the Box Office will provide a link to the landing page of the RCM ticketing platform. This link will enable guests to choose and book their seats but will not display any imagery relating to the event. An example of the landing page is included in Appendix 2.

## Non-UK/EEA card payments

Customers attempting to purchase tickets online with a card issued outside of the UK and EEA may experience difficulties with our 3D authentication. If this occurs, customers can call our Box Office during opening hours (weekdays 1pm–4pm) and we can advise the best method of payment. This information is provided in the ticketing information on our [website](#).

## Terms & Conditions and Privacy Policy

Details of the RCM Box Office Terms & Conditions and Privacy Policy can be found on our [website](#).

## OPTION 2: CLIENT'S OWN BOX OFFICE

If you do not require the services of the RCM Box Office, please confirm venue capacities and seating layouts with us before arranging the sale or allocation of tickets through other channels e.g. Eventbrite. If the RCM Box Office is not being used to support the event, we require that ticketing is unallocated so audience members are not assigned a specific seat.

It is possible to sell seats in particular areas of the venue and to reserve some seats or rows for VIPs directly through your RCM Event Team contact. Please agree layouts and capacities in areas and across the venue before tickets go on sale.

If you wish to give your guests the option of selecting specific seats, we ask that you use the RCM Box Office. Due to the individual layout of each performance venue and unique attributes of different seats, replicating our venue seating plans results in inaccuracies. RCM staff are best placed to advise on seating requests and access needs.

## Appendix 1 – E-ticket example

### ROYAL COLLEGE OF MUSIC YOUR E-TICKET

RCM Box Office: 020 7591 4314

[boxoffice@rcm.ac.uk](mailto:boxoffice@rcm.ac.uk)

[www.rcm.ac.uk](http://www.rcm.ac.uk)



Thank you for booking! This is your e-ticket.  
We look forward to welcoming you.

#### Venue Hire Example

Mon 01 January 2024 - 7:00 PM  
Amaryllis Fleming Concert Hall

#### Stalls

Row **A** Seat **1**

Guest - £0.00

Box Office Admin Only - Order Number: 23-NB-4KEG



#### Access

The RCM has easy access to most areas and is fully accessible via lifts and ramps. Guide and companion dogs may be taken anywhere on site.

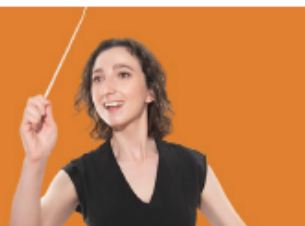
For further information about visiting the RCM please go to [www.rcm.ac.uk/visit](http://www.rcm.ac.uk/visit)

#### Venue Terms & Conditions

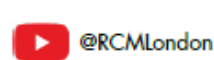
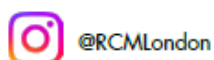
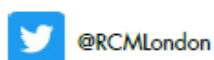
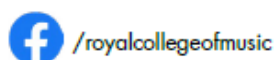
For full terms and conditions please go to [www.rcm.ac.uk/events/boxoffice](http://www.rcm.ac.uk/events/boxoffice)

## Autumn Events 2023

[rcm.ac.uk/events](http://rcm.ac.uk/events)



#### FOLLOW THE RCM ONLINE



## Appendix 2 – online landing page



- Study
- What's on
- Get involved
- About
- Research
- Support

### Select your tickets

RCM Symphony Orchestra: Pappano Conducts Mahler and Strauss, Friday 19 January 2024, 19:30 **Priority Booking!**

Amaryllis Fleming Concert Hall, Royal College of Music

Please select your seats (maximum 10 for this event per order)

To book Wheelchair Spaces and Personal Assistant/Companion Tickets online, please log in to your account and update your access requirements under 'Other Preferences'. If you have any specific access requirements you'd like to discuss with us, please phone the Box Office: 020 7591 4314.

The seat selection interface displays two main sections: BALCONY and STALLS. The BALCONY section is at the top and consists of three rows of seats labeled F, E, D, C, B, and A. The STALLS section is below it and consists of multiple rows of seats labeled N, M, L, K, J, H, G, F, E, D, C, B, and A. A dark purple bar at the bottom of the STALLS section is labeled STAGE. Several seats in the STALLS section are highlighted in red, indicating they are selected. The BALCONY section is currently empty.

Refresh

Continue

### Prices

	Full Price
● A	£20.00*
● Unavailable	

\* All orders will be subject to a fee of £1.95

Enter a promotion code here if you have one

Apply Code