

## My Local Box Office - Mission and Purpose:

We offer an affordable solution to promoters/ organisers to grow and sell their events online. We take the stress out of ticket selling, by offering a complete service for setting up, advertising, and processing payments for online ticket sales. We are community focused and we understand that not everyone is comfortable using technology to set up events for sale online. You will receive one to one support for your event all the way!

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## Terms & Conditions: Consumers [Promoters / Organisers]

1. Whilst marketing activities are implemented to promote all events as agreed in your contract, MLBO do not hold responsibility for the event/s or activities sales outcome.
2. All total ticket sales are subject to a 1.7% deduction in payment processing fee. This will be deducted from your Box Office Return.
3. All administrative charges for box office changes, refunds, credits and transferrals of tickets will be outlined in your contract. These charges will be deducted from your Box Office Return.
4. MLBO will hold no liability for the event or activity taking place.  
.... A. Any indirect, incidental, special, consequential, punitive or exemplary damages, including damages for loss of profits, goodwill, use, data, opportunity costs, intangible losses, or the cost of substitute services (even if we have been advised of the possibility of such damages)
5. MLBO are not responsible for paying any taxes or government fees on behalf of the promoter / organiser.
6. Your event and any publicity of the event must be truthful. We withhold the right to remove your event from the MLBO site if we suspect your event is misleading or not truthful.
7. Tickets are only purchasable via MLBO's website and in locations as authorised within a Promoter / Organisers contract. MLBO do not take responsibility for tickets being sold by third parties.
8. MLBO are entitled to keep the data from your event or activity for up to two years.
9. Box Office returns will be provided no later than 2 week following your event or activity. A sales invoice must be submitted for the return amount, which will be paid within 10 days of receipt.
10. MLBO can use feedback and endorsements of any kind.

## Terms & Conditions: Consumers [Audience / Participants]

1. Because all transactions are between an Organizer and its Consumers, we ask that all Audience / Consumers contact the applicable Promoter/ Organiser of their event with any refund or change requests.
2. If you receive a refund you will discard of your E-ticket / print tickets. Likewise, you will discard of any original E-ticket / print tickets which have been moved or transferred to another date/event/time. Only tickets confirmed in the event database will be authorised.
3. The event promoter may apply charges in the form of box office fees, admin fees and transaction fees at their own discretion.
4. Please refer to your promoters / organisers Terms & Conditions for guidance on refunds, transfers and fees.
5. Please refer to your promoter / organisers policy's regarding latecomers.
6. Please refer to your promoter / organisers policy's regarding health and safety processes, include COVID 19 measures and processes.

### Definitions:

Promoters / Organisers refers to any user whom is responsible for organising, selling or promoting an activity or event for sale on the My Local Box Office platform.

Audience / Participant refers to any user whom purchases tickets for any activity or event for sale on the My Local Box Office platform.

GET IN TOUCH  
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