

TOWN OF WOODSTOCK
2024-03 Ticket Selling Policy

1. POLICY STATEMENT

The Town of Woodstock (specifically the AMC) receives many requests to sell tickets for local events. The Ayr Motor Centre ("AMC") is open seven days a week and has reception staff from 7:30am – 10pm daily making it accessible for the community to purchase tickets. This policy will provide direction for staff.

2. PURPOSE

This policy will govern the administration fees for selling tickets for organizations outside of the Town of Woodstock organizations.

3. SCOPE

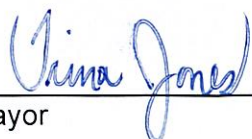
This policy applies to all organizations outside of the Town of Woodstock organizations that wish for the Town to sell tickets for events.

4. GENERAL

Town staff are responsible for handling tickets, processing the payment transactions using our debit/credit machines (**please note – we will not be accepting CASH payments for tickets – ONLY debit and credit transactions**) as well as preparing the cheque request to issue payment back to the organization. The procedure is:

- a. Tickets are delivered to the administration staff from the organization once we have agreed to sell their tickets
- b. Organizers provide contact information to administration for any customer questions
- c. Administration add the tickets to our POS and inform staff members
- d. Typically, 1-5 business days after the event administration issues a payment via cheque to the organizer.
- e. The Town will be charging a 5% administration fee for selling tickets outside of any Town of Woodstock organization.

Effective August 13th, 2024.



Mayor



Clerk