

## Full Council

---

<b>Date:</b>	<b>19 November 2019</b>
<b>Title:</b>	<b>Thame Players Ticket Agency</b>
<b>Contact Officer:</b>	<b>Cassie Pinnells, Community Services Manager</b>

### **Purpose of the Report:**

1. To provide background to enable a decision to take on the opportunity of being an alternative ticket agency for Thame Players.

### **Background:**

2. For a number of years an independent travel shop in the Town Centre has sold tickets on a voluntary basis, without any commission, on behalf of the Thame Players.
3. This was as an alternative to an on-line booking system and the occasional opening of the Box Office.
4. The arrangement worked well, but following the closure of Thomas Cook and another local travel office, the independent travel shop no longer has the capacity to provide the service. In some cases Thame Players customers had to be turned away.
5. The Community Services Manager and Information Centre Officer have had discussions with the Thame Players to establish whether it would be feasible for the Town Council to step in.
6. The Information Centre already sells tickets for various community events.
7. Thame Players will provide the publicity, training, ticket source programme access (the on-line system), printer and statement of tickets sold each month.
8. A commission of 2% will be charged by the Town Council on all card payments.
9. Thame Players will deal with any issues including cancellations and refunds.
10. Thame Town Council would provide the staff, computer system, the use of the Town Council card machine, internal reports and once a month transfer of moneys collected minus the commission.
11. The proposed process has been checked by the Town Council Accountant to confirm that it is in line with current processes, transparency and financial regulations.
12. The provision of this additional service will generate more footfall in the Information Centre and the town centre.

### **Resource Appraisal:**

13. Staff time will be within existing budgets.

### **Risk Assessment:**

14. Processes are in line with financial regulations and staff time will be monitored.

**Legal Powers:** Local Government Act 1972, s145

**Recommendation:**

To take on the opportunity of being an alternative ticket agency for Thame Players.