



## AGENCY AGREEMENT PRICE LIST

2022/23 season

### 1. SALES SERVICES

The agent charges the following fees for the sales services provided:

#### 1.1. System fee

For the sales services provided, the agent charges a system fee of 6% of the total ticket price per ticket/subscription sold incl. the statutory VAT, which the agent shall invoice the client in the event bill.

#### 1.2. Sales commission

For each sale, the agent or their affiliated booking offices receive a sales commission of 10% of the total ticket price per ticket/subscription sold incl. the statutory VAT, which the agent shall invoice the client.

#### 1.3. Box office services

The sales commission covers the normal performance of box office services for an event. Any additional staff that is required is charged at €75 per member of staff, plus the statutory VAT.

### 2. SETTING UP AND MAINTENANCE OF THE EVENT

Unless stated otherwise, all prices are exclusive of the statutory VAT.

#### 2.1. Setting up the event

Setting up the event in the ticket system, per hour or part thereof €49

#### 2.2. Implementing logo in the ticket layout

No fee is charged for applying the promoter's logo. Each additional logo €39

#### 2.3. Maintenance of the event/additional work

Transfer of customer data, changes to hall plans, price tables and ticket layouts, setting up campaigns, analysis of event data, etc.  
From 15 minutes of work, per hour €49  
Billed in 30-minute segments



## 2.4. Promoter tickets

Processing and booking of promoter tickets, per 50 tickets €12

Promoter tickets are printed without price or category information on the ticket layout.

Complete set of tickets Grand Hall €650

Complete set of tickets Recital Hall €150

From the eleventh ticket, a ticket fee of €0.50 is charged for every free/complimentary ticket claimed by the promoter/issued to the client.

## 2.5. CHRIS (online access to sales statistics)

Setting up access authorisation and defining statistical groups

From 15 minutes work, per hour €49

Billed in 30-minute segments

## 3. EVENT CANCELLATION

Cancellation handling fee [incl. VAT]

Grand Hall €650

Recital Hall €150

Kaistudio, Studio E €15

The cancellation handling fee is charged instead of the system fee if, at the time of cancellation, the total system fees incurred are less than the cancellation handling fee [incl. VAT] that applies.

## 4. OTHER FEES

The following fees are billed separately [incl. VAT]:

### 4.1. Processing fee for ticket postage (incl. VAT)

Postal dispatch [up to 4 tickets] €4.50

Postal dispatch [5+ tickets] €6.50

Postal dispatch [300+ tickets] €10

Courier flat fee [within Hamburg] €28

Outside Hamburg on request

### 4.2. Lost tickets

A fee is charged for reprinting tickets. €5 is charged for each lost ticket.