The Epsom Playhouse transaction charge

The Epsom Playhouse appreciates your business, and will always find ways to continue to provide you with the highest quality products and services.

**Transaction charge**

A £1.50 transaction charge is applied to ticket purchases made through Box Office. The fee of £1.50 is charged per transaction on all purchases made via phone, online or from the Box Office. It is important to note that the charge of £1.50 is applied per transaction and NOT per ticket.

Transaction charge FAQ’s

**What is a transaction charge?**

A transaction charge is a one-off charge per order, regardless of the quantity of tickets being purchased. This fee helps to maintain, preserve and upgrade the facilities managed by the Epsom Playhouse.

**Why do you have a transaction charge?**

Charges associated with ticket sales have become an industry standard, and a necessity, for arts & entertainment venues to help defer the cost of doing business. By introducing a transaction charge we ensure that our patrons can book tickets in the most efficient way possible.

**How does the transaction charge benefit the customer?**

The main benefit is that the Epsom Playhouse will continue to sell our own tickets, this keeps the use of ticket agents to a minimum. Many venues have completely removed their in-house box offices and begun to outsource their ticketing to independent ticketing agents. The result of this means even higher fees are being charged to the customer and there is a loss of personal service and venue knowledge that in-house box offices are able to provide. The transaction charge is a vital part of our business and ensures that we continue to offer the best customer service.

**What is the transaction charge for?**

A transaction charge is added to ticket purchases to help cover the cost of providing a box office service – the costs of IT technology and maintenance, software, website development, telephone system, staff, communication, financial charges etc. The charge covers the administration costs and overheads associated with each ticket sale and, in addition, the Epsom Playhouse provides a service to our customers with their knowledge of the venue.

**Why not incorporate these costs in to the ticket price?**

These costs cannot, as a rule, be incorporated into the ticket price due to variety of complex and historical financial arrangements with a wide range of different promoters. The majority of the income earned from the price of a ticket goes directly to the promoter, any increase in ticket cost without a major change in the culture of the financial arrangements in the leisure and entertainment business would mainly benefit the promoter rather than the venue.

**Is the transaction charge always the same no matter how I buy my tickets?**

The transaction charge is applied to all transaction orders regardless of payment method, which include cash, credit/debit card, cheque, and postal order.

**What about Gift Vouchers?**

The transaction charge will apply when paying for tickets with theatre tokens.