



*Selling tickets for Christian Events since 1993*

**CLIENTS INCLUDE:**

*Concert Services, Inc. (CSI)*

*Premier Productions*

*Rush Concerts*

*Teen Mania (Acquire the Fire)*

*Creation Festivals*

*Atlanta Fest*

*Sonshine Festival, Liberty University*

*New Covenant Productions*

*Chaffee Management Group  
David Phelps*

*Jennifer Rothschild Ministries*

*Ocean Grove Great Auditorium*

## iTickets Box Office Solution

iTickets, helping organizations sell tickets since 1993, is the largest independent Christian ticketing service in North America, processing nearly 100,000 ticket orders in 2007 alone. We have grown to serve most of the major Christian festivals and event promoters in the country as well as hundreds of local promoters, churches and ministries. iTickets offers a variety of ticketing options to best meet the need of each client.

**SERVICE:** Online ordering is active 24 hours a day. Our call center is open Monday-Thursday from 9:00 am - 6:00 pm EST and Fridays from 9:00 am - 5:30 pm EST. Calls received after business hours and on weekends are directed to voice mail and, unless urgent, are returned the next business morning. Special phone center hours can be offered for special on-sale promotions. We accept Visa, MasterCard, Discover, Amex and debit cards.

**RESERVED SEATING:** Our box office solution accommodates reserved seating venues, allowing your customers to know at the point of sale that they're getting the seats they want. If we do not have your venue set up, plan on a week to get your venue's seating chart into our system.

**SETTING UP OUTLETS:** Our box office solution is available to be used by your outlets, such as local stores, churches, venues, and even your office. This allows all outlets to sell from the same inventory of tickets, especially important when you're selling reserved seats.

**TICKET PRINTING:** We can use your pre-printed tickets or print tickets for you. If you need tickets printed, call our office and we can administrate that at a nominal fee. Print-at-home tickets or our electronic "iTicket" are also available. Contact our office for details.

**SERVICE FEES:** Customers are typically charged a 15% ticket service fee based on the price of the ticket. There is a minimum service fee of \$4.00 per order on all orders. If the show is canceled for any reason, our service charge is nonrefundable. Some promoters opt to build the service fee into the price of their ticket, which is also available upon request.



**Please contact: Margaret Fry**  
**800-521-0290 • 614-410-4140**  
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## **CLIENTS INCLUDE:**

*Worship Northwest*

*Come Alive*

*Andrews University*

*Showcase Management  
Ernie Haase & Signature Sound*

*Palm Beach Atlantic University*

*Greg Carnes Productions*

*Cornerstone Festivals*

*BHI Inc., Maker's Diet &  
Perfect Weight America*

*BB Kings – New York City*

*Spring Arbor University*

*Awakening Events*

*Montreat College*

*Greenville College - Agape Festival*

## **iTickets Box Office Solution**

**MARKETING DATA:** All data we capture in the process of serving your clients is available to you (excluding credit card information) to be added to your database — a great way to stay in touch with your audience for future events.

**DIRECT DEPOSIT OF SALES:** If your organization has a merchant account and internet gateway, we can direct all ticket sales to your banking account. This can be an important cash flow consideration. This may take up to a week to put in place.

**SUPPORT:** On call support is available 24/7.

**ORDER FULFILLMENT:** Tickets are mailed to customers via first-class mail. Tickets for all orders received within ten days prior to the event will be made available on the date of the event at Will Call by the promoter. A Will Call list will be emailed or faxed to the promoter prior to the show.

**REPORTING:** Once we have sold the first ticket for your event, you will receive daily email updates. Promoters also have access to view ticket sales and orders online at iTickets.com.

**SETTLEMENT:** Ticket sales revenue is mailed via first class US Mail 3 days after the event. Other methods of transmitting funds can be considered, such as FedEx and wire transfers.

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## iTickets Testimonies

*"We utilized the services of iTickets for a series of 10 ticketed events with radio/tv host Sean Hannity during the promotion of his new book. Their attention to detail is precise, and their response to client needs is quite impressive. We were exceedingly pleased with their services and plan to use them again on future tours." Duane Ward, Premier Speakers Bureau*

*"We have been very satisfied with the results of 'online' ticket sales since the inception of iTickets. I have been amazed at how many sales we have had for the concerts we have promoted and especially the sales we have experienced for Atlanta Fest. It has been a welcome addition to our marketing of our events." Chuck Tilley, Atlanta Fest*

*"We've worked with iTickets for quite some time, but prior to that we ran our own box office. When we audited our own box office and compared it to what iTickets offered we understood what a great deal this was. They accommodated many of our specific needs for ticketing. We look forward to working with iTickets and Christian Happenings for many years to come." Roy Morgan, Premier Productions*

*"We decided to work with iTickets and our presale orders have been double of any previous year. Thanks iTickets. You were the right choice. A thousand thanks." John Herrin, Cornerstone Festival*

*"I have worked with Christian Happenings since 1989, used their ticketing service since 1993, and gladly enjoyed the benefits of iTickets since 1998. Need I say more?" Mike Clark, New Covenant Productions*

*"When you're working with a company that you are entrusting with hundreds of thousands of dollars, you like to know you're making the right decision. I have worked with iTickets and Christian Happenings for a long time... and I'm sure I made the right decision." Mike Scanland, Concert Services & Sonshine Festival*

*"KSFO Radio came to work with Christian Happenings & iTickets through the high recommendation of a business associate, and we were not disappointed. They delivered what they promised and more. Every person we contacted through the course of our event ticket sales was pro active and customer friendly. The 800 number and online ticket sales opportunities that iTickets offered helped us sellout a 3000 seat venue. When KSFO Radio plans another ticketed event, I will work with Christian Happenings & iTickets." Greg Raab, KSFO-AM Radio, San Francisco, CA*