

Working ticket link?

17 messages

Joanna Jarvie <joannalouisejarvie@gmail.com>
 To: takepart@brightonfringe.org
 Cc: Half a camel production <halfacamelproductions@gmail.com>

20 April 2025 at 22:06

Hello,

My event Crazy Stupid Funny on the 8th May doesn't have a working ticket link? Can you please let me know if this can be fixed?

Thank you!

Jo Jarvie x

Take Part <takepart@brightonfringe.org>
 To: Joanna Jarvie <joannalouisejarvie@gmail.com>
 Cc: Half a camel production <halfacamelproductions@gmail.com>, BoxOffice <boxoffice@brightonfringe.org>

21 April 2025 at 09:50

Hi Joanna,

Thanks for getting in touch.

Is this on our website? If so, I've Cc'ed our Box Office team who will be able to help you.

Thanks,

Laura

Brighton Fringe Artist & Venue Services Team

T: 01273 764 907

A: Office 4, The Old Court House, 118 Church Street, BN1 1UD

W: www.brightonfringe.org

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Registered Charity Number: 1116367 | VAT Number: 892 5694 68 | Brighton Fringe Ltd Company Number: 05578256

From: Joanna Jarvie <joannalouisejarvie@gmail.com>
Sent: 20 April 2025 22:06
To: Take Part <takepart@brightonfringe.org>
Cc: Half a camel production <halfacamelproductions@gmail.com>
Subject: Working ticket link?

[Quoted text hidden]

BoxOffice <boxoffice@brightonfringe.org>
 To: Joanna Jarvie <joannalouisejarvie@gmail.com>
 Cc: Half a camel production <halfacamelproductions@gmail.com>, Take Part <takepart@brightonfringe.org>

21 April 2025 at 13:19

Hi Joanna,

Upon registering you had selected that your event was un-ticketed, with donations only. This is why there is no ticket link appearing on your online listing, as donations would normally be taken at the event itself. Is this not what you were expecting?

Best wishes,

Isabella

Isabella McCarthy Sommerville (she/her)
 Deputy Box Office Manager
 A: Office 4 at The Old Court House, 118 Church Street, Brighton, BN1 1UD
 P: 01273 91 72 72
 W: www.brightonfringe.org
 #BrightonFringe #BF20



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From: Take Part <takepart@brightonfringe.org>
Sent: 21 April 2025 09:50
To: Joanna Jarvie <joannalouisejarvie@gmail.com>
Cc: Half a camel production <halfacamelproductions@gmail.com>; BoxOffice <boxoffice@brightonfringe.org>
Subject: Re: Working ticket link?

[Quoted text hidden]

Half a camel production <halfacamelproductions@gmail.com>
To: BoxOffice <boxoffice@brightonfringe.org>
Cc: Joanna Jarvie <joannalouisejarvie@gmail.com>, Take Part <takepart@brightonfringe.org>

21 April 2025 at 13:40

I'm confused as to this as well, some acts have donations and have a ticket link and some don't?
Could you please clarify this, as not having a way of gauging audience numbers means my venues have no idea how to allocate staff.
Jo is currently be recognised as an up and coming act to look out for, she's doing one show. If a lot of people are turned away, it's my duty and reputation with the venues that my company relies on. Their contract is with me, so any changes implemented i am now liable to have broken the pubs own premises license.
Please resolve this quick, before i lose another venue
Ben

[Quoted text hidden]

Half a camel production <halfacamelproductions@gmail.com>
To: Jessica Otterwell <jessicaotterwell@gmail.com>

21 April 2025 at 13:41

[Quoted text hidden]

Joanna Jarvie <joannalouisejarvie@gmail.com>
To: boxoffice@brightonfringe.org
Cc: BoxOffice <boxoffice@brightonfringe.org>, Take Part <takepart@brightonfringe.org>, Half a camel production <halfacamelproductions@gmail.com>

21 April 2025 at 14:07

Hiya,

I just wanted to know numbers of people and I have been messaged by strangers asking to reserve tickets as they want to come and I have no idea what to tell them? If they're coming from a while away, I don't want them to be disappointed or turned away? Is there no way to rectify this? The venue undoubtedly needs to know numbers as well and it would be a shame to turn people away if they've travelled. I've had a number of sell out shows in Belfast so the expectation is that I will sell out my show at the fringe. However, I don't want to be the source of disappointment and a wasted journey because they can't reserve their ticket? People have told me they are emailing the venue directly to try and reserve tickets, but if the box office team could please add a reservation link, the venue won't be inundated.
It's my first time doing Brighton Fringe, I've done the Edinburgh Fringe and I haven't encountered this problem before so I'm not sure how to fix it.
Thanks so much!
Jo x

On 21 Apr 2025, at 13:40, Half a camel production <halfacamelproductions@gmail.com> wrote:

I'm confused as to this as well, some acts have donations and have a ticket link and some don't?
Could you please clarify this, as not having a way of gauging audience numbers means my venues have no idea how to allocate staff.
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Please resolve this quick, before i lose another venue
Ben

On Mon, 21 Apr 2025 at 13:19, BoxOffice <boxoffice@brightonfringe.org> wrote:

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Isabella

Isabella McCarthy Sommerville (she/her)
Deputy Box Office Manager
A: Office 4 at The Old Court House, 118 Church Street, Brighton, BN1 1UD
P: 01273 91 72 72
W: www.brightonfringe.org
#BrightonFringe #BF20



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From: Take Part <takepart@brightonfringe.org>
Sent: 21 April 2025 09:50
To: Joanna Jarvie <joannalouisejarvie@gmail.com>
Cc: Half a camel production <halfacamelproductions@gmail.com>; BoxOffice <boxoffice@brightonfringe.org>
Subject: Re: Working ticket link?

Hi Joanna,

Thanks for getting in touch.

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Laura

Brighton Fringe Artist & Venue Services Team

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[Quoted text hidden]

BoxOffice <boxoffice@brightonfringe.org>

21 April 2025 at 16:10

To: Joanna Jarvie <joannalouisejarvie@gmail.com>

Cc: Take Part <takepart@brightonfringe.org>, Half a camel production <halfacamelproductions@gmail.com>

Hi Jo and Ben,

There is a difference between Free/Unticketed events (which mean nobody needs to book and people can just turn up) and Free/Ticketed events (where people must book).

We also charge a different registration fee for each - it's £59 if you opt for Free/Unticketed (which is what was selected upon registering) or £99 if you opt for Free/Ticketed.

If you would like to add the option of people booking tickets then there will be a remaining £30 to pay.

Let me know how you would like to proceed?

Thanks,

Isabella

Isabella McCarthy Sommerville (she/her)

Deputy Box Office Manager

A: Office 4 at The Old Court House, 118 Church Street, Brighton, BN1 1UD

P: 01273 91 72 72

W: www.brightonfringe.org

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From: Joanna Jarvie <joannalouisejarvie@gmail.com>

Sent: 21 April 2025 14:07

To: BoxOffice <boxoffice@brightonfringe.org>

Cc: BoxOffice <boxoffice@brightonfringe.org>; Take Part <takepart@brightonfringe.org>; Half a camel production <halfacamelproductions@gmail.com>

Subject: Re: Working ticket link?

[Quoted text hidden]

Half a camel production <halfacamelproductions@gmail.com>

21 April 2025 at 16:18

To: BoxOffice <boxoffice@brightonfringe.org>

Cc: Joanna Jarvie <joannalouisejarvie@gmail.com>, Take Part <takepart@brightonfringe.org>

I wasn't made aware of this, is it down to me to pay this? If it was made clear to the acts and I wasn't informed, I'm realising now that this is going to cause a lot of issues, just seen it's not mentioned in the venue managers agreement we were told to agree on before re-registering each venue this year, risk assessment for changes in ticketing structure seem to have been overlooked

Thanks ben
[Quoted text hidden]

Half a camel production <halfacamelproductions@gmail.com>
To: Jessica Otterwell <jessicaotterwell@gmail.com>

21 April 2025 at 16:18

----- Forwarded message -----
From: **Half a camel production** <halfacamelproductions@gmail.com>
Date: Mon, 21 Apr 2025 at 16:18
Subject: Re: Working ticket link?
To: BoxOffice <boxoffice@brightonfringe.org>
Cc: Joanna Jarvie <joannalouisejarvie@gmail.com>, Take Part <takepart@brightonfringe.org>

[Quoted text hidden]

BoxOffice <boxoffice@brightonfringe.org>
To: Half a camel production <halfacamelproductions@gmail.com>, Joanna Jarvie <joannalouisejarvie@gmail.com>
Cc: Take Part <takepart@brightonfringe.org>

21 April 2025 at 16:39

Hi Ben,

Sorry if my last email wasn't clear, the registration fee would be for the artist to pay, not you 😊

Jo - if you decide you would like to offer the ticketed option, just let us know.

Thanks,

Isabella

Isabella McCarthy Sommerville (she/her)
Deputy Box Office Manager
A: Office 4 at The Old Court House, 118 Church Street, Brighton, BN1 1UD
P: 01273 91 72 72
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Sent: 21 April 2025 16:18
To: BoxOffice <boxoffice@brightonfringe.org>
Cc: Joanna Jarvie <joannalouisejarvie@gmail.com>; Take Part <takepart@brightonfringe.org>

[Quoted text hidden]

[Quoted text hidden]

Half a camel production <halfacamelproductions@gmail.com>
To: BoxOffice <boxoffice@brightonfringe.org>

22 April 2025 at 17:52

Hiya in response to your below, this was the email Jo raised yesterday, and the exchange, i was told it would be handed over and you've asked for her contact details so i'm just making sure there's no confusion, Thanks Ben.
On Tue, Apr 22, 2025 at 3:55 PM BoxOffice <boxoffice@brightonfringe.org> wrote:

Hi Ben,

Could you let me know the details of the bookers who have booked with the venue for 'Crazy Stupid Funny'? They will need to re-book a ticket through the website once the ticket type has been changed to avoid any risk of the event being over-sold, so I just want to ensure space is held back for them to do this so that they don't miss out. I'm happy to get in contact with them directly if you are able to pass on their details.

Many thanks,

Elin Eaton (she/her)
Box Office Manager

A: Office 4 at The Old Court House, 118 Church Street, Brighton, BN1 1UD
P: 01273 91 72 72
W: www.brightonfringe.org
#BrightonFringe #BF20

[Quoted text hidden]

Half a camel production <halfacamelproductions@gmail.com>
To: Joanna Jarvie <joannalouisejarvie@gmail.com>

22 April 2025 at 17:52

[Quoted text hidden]

BoxOffice <boxoffice@brightonfringe.org>
To: Half a camel production <halfacamelproductions@gmail.com>

22 April 2025 at 18:09

Hi Ben,

Apologies, I think I'm getting myself confused!

The ticket part is all sorted, I just saw that there was mention of customers emailing directly with the venue to make bookings. I just wanted to double check with you if this was the case and if you would like me to contact those customers directly to make sure their booking is transferred, but if no bookings have been made that's all fine.

Many thanks,

Elin Eaton (she/her)
Box Office Manager

A: Office 4 at The Old Court House, 118 Church Street, Brighton, BN1 1UD
P: 01273 91 72 72
W: www.brightonfringe.org
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From: Half a camel production <halfacamelproductions@gmail.com>
Sent: 22 April 2025 17:52
To: BoxOffice <boxoffice@brightonfringe.org>

[Quoted text hidden]

[Quoted text hidden]

Half a camel production <halfacamelproductions@gmail.com>
To: BoxOffice <boxoffice@brightonfringe.org>

22 April 2025 at 21:04

Where did you see this?? I didn't mention that, I'm just making sure this isn't an issue, this isn't isolated as this applies to all venues and my PLI, please could you allow our venues to be able to get an idea of tickets for unticketed shows
Thanks Ben

[Quoted text hidden]

BoxOffice <boxoffice@brightonfringe.org>
To: Half a camel production <halfacamelproductions@gmail.com>

23 April 2025 at 10:43

Hi Ben,

I was referring to what the artist mentioned about audiences emailing the venue to book tickets. If this hasn't happened there is no further action needed as I have sorted the ticketing with the artist.

Just to be absolutely clear - no tickets should be being booked for unticketed events, if artists have opted for this it means audiences can show up on the door at the allotted time. There is no way to track capacity from our end for an unticketed event, this will be down to the venue to judge when an event is full.

Thanks,

Elin Eaton (she/her)
Box Office Manager

A: Office 4 at The Old Court House, 118 Church Street, Brighton, BN1 1UD
P: 01273 91 72 72
W: www.brightonfringe.org
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From: Half a camel production <halfacamelproductions@gmail.com>
Sent: 22 April 2025 21:04
[Quoted text hidden]

[Quoted text hidden]

Half a camel production <halfacamelproductions@gmail.com>
To: BoxOffice <boxoffice@brightonfringe.org>

24 April 2025 at 02:53

These are all venues that have been listed as not having a box office, each venue will be contacting you individually, you cannot make changes that only come to light at this time ad state that you have jurisdiction over my agreement with the venue

[Quoted text hidden]

Half a camel production <halfacamelproductions@gmail.com>
To: Zoe Toolan <zklit.artist@gmail.com>

25 April 2025 at 23:04

[Quoted text hidden]