**INTRO**

**Venue address:**

184 Camden High St, London NW1 8QP / phone: 020-74859007

**Delivery address:**

11a Kentish Town Road, London, NW1 8NH / Band Entry: 23 Kentish Town Rd NW1 8NH

**Emails:**

Kate Fuller katefuller11@hotmail.com

Mags Gibson gibsonmags@hotmail.com

Mark Johnson mark@electricballroom.co.uk

Sarun Malla sarun@electricballroom.co.uk

**Passwords:**

Electric Ballroom Website:

[www.electricballroom.co.uk/admin](http://www.electricballroom.co.uk/admin) - User: Melli (password: 20Autumn21)

Bigcartel:

<https://electricballroom.bigcartel.com/>

Linktree: [https://linktr.ee/electricballroomcamden](https://linktr.ee/electricballroomcamden?fbclid=IwAR1eRqj8Wz1j6tY2v8f8zeViExvzVX3EQEDdOPKuZULRGPErZ-MZigDtyMk)

Username: electricballroomcamden / Password: EBallroom2019!

Spotify Electric Ballroom Camden

User: livemusic@electricballroom.co.uk / Password: EBallroom2019!

Design My Night

<https://www.designmynight.com/log-in>

User: livemusic@electricballroom.co.uk / Password: EBallroom2019!

Wowcher

<https://myaccount.wowcher.co.uk/myaccount/merchant>

User: livemusic@electricballroom.co.uk / Password: EBallroom2019!

IVW

<https://loadin.com/#/forartists>

User: livemusic@electricballroom.co.uk / Password: EBallroom2019!

**Wifi connections:**

|  |  |
| --- | --- |
| Network: EBS (for offices and tills etc.) | password: CastleRock184 |
|  |  |
| Network: EBT (for techs and visiting bands etc. | password: GreenRoom123 |
|  |  |
| Network: Electric Ballroom (general public) | password: electricballroomcamden |

**Invoice Details:**

INVOICE TO

Electric Ballroom

184 Camden High Street

London

NW1 8QP

Electric Ballroom CIC 380 188585 (VAT Number)

**Bank details as follows:**

Sort code: 40-02-03

Account: 51309323

Bank: HSBC

Name: Castle Rock Properties Ltd.

IBAN: GB33HBUK40020351309323

**Backstage Area:**

Its 4 dressing rooms and 1 office

Ground floor ( the floor where the stage is) : 1 office

Up the stairs: 2 dressing rooms and 1 toilet/shower

Up the stairs again:  2 dressing rooms and 1 toilet/shower

**Seetickets:**

Contact: Daisy Fallstrom-Tracey 0115 912 9110

Daisy.Fallstrom@seetickets.com

For out of hours emergencies, please email clientsupport@seetickets.com. Available 5:30-7:30pm Monday - Friday, and 9am-1pm Saturday and Sunday.

Or onsite team: onsiteservices@seetickets.com

**For all shows – inform Daisy so she can add them to the relevant stats!!**

**Promoters on SEE console:**

EYOE account: lucyp@eatyourownears.com

Communion One: sonny@communionmusic.co.uk

BOTW: ticketing@birdonthewire.net / Bird On The Wire Events (10206)

**No account on SEE:**

Gise Events London: eventsmanager@giseevent.co.uk - sales reports every Monday and Thursday at 10 AM

**Venue levy of £1.20 (incl VAT) from 22nd May 2024!!**

**All events: 10% booking Fee**

**£1 e-ticket / £2.75 Standard Post / £6.50 Secure Post**

**We take 25% of ticket allocation (**the percentage of tickets we allocate to promoters and the percentage we keep for venue sale. The EC doesn’t always apply but is the charge per head on anything above the % we allocate to promoters.)

Put “electricballroom” in front of the ticket link so all EB ticket links will have the same look.!!!

***This event is 14+. Proof of age is required at entry.
Any ticket holder unable to present valid identification indicating that they are at least 14 years of age will not be admitted and are not eligible for a refund!***

Refunds: Legally, we do have to refund bookers who enquire about a refund on a rescheduled show. We will put shows on a specific status so that customers can still request refunds after the show if their ticket wasn't used.

How to add a new price to the existing ticket link:

Take the current ticket off sale under advance ticketing option “off sale hidden”

add a new price type but linked it to the original allocation so it automatically comes out of it.

To do this you can go into the event and click on the ‘tickets’ option and under advanced ticketing options you can choose ‘parent price’ which links it to the original allocation of General Admission.

**Re-send ticket confirmation through SeeTickets console:**

Look for the event via “MY Events” and find customer’s order number.

Choose ‘Tools’ and then ‘Customer Service’ and enter Order Number – from here you can resend the confirmation!

[**https://www.seetickets.com/content/fan-to-fan**](https://www.seetickets.com/content/fan-to-fan)

**Regular events:**

***Massaoke: issue an exchange of date (email to*** ***hello@massaoke.com******)***

***Contact:*** Ethan McClean ethan@massaoke.com

* Massaoke Rockstar Weekend, 80s and 90s
* Doors 6:30pm on a Friday night
* Age 16+, or 14+ if accompanied by an adult over 18
* off sale time: 5:30pm

***Progress (Wrestling)***

**Hellfire Club**

**Contacts:**

barrysharpy@outlook.com (Pie & Mash Brunch / Comedy Brunch / Oktoberfest / Winter Beer Hall)

Kal Butt kal@progresswrestling.com (Progress Wrestling)

**Google Calendar / Business Page:**

electricballroomcamden2015@gmail.com / Eballroom2019!

<https://help.getoccasion.com/article/611-publish-your-occasion-events-on-google>

**Wordpress:**

Edit Gallery:

Go to Pages - Gallery

* Click on the Gallery you would like to edit
* Click on pencil icon
* Add photos by clicking on “Add to Gallery”
* Drag and drop media files and add caption

**Wording:**

**We are sorry to inform you that this event has been cancelled! Tickets will be refunded!**

It is with regret that the upcoming Godspeed you! Black Emperor show due to take place at London Electric Ballroom on 16th January 2022 has been rescheduled and will now take place on 20th September 2022.

All tickets purchased for the original dates remain valid. Customers are advised to retain their tickets and ticket confirmations at this time*.*

Please note this show is 14+ (under 16s must be accompanied by an 18+ adult)

**How do I purchase accessible tickets?**

There are limited spaces for accessibility customers available. **Accessibility tickets can only be purchased via the Electric Ballroom website and will be made available during our general sale. You will not be able to purchase these tickets through any other presale or ticket agent.**

There will be an allocation for WHEELCHAIR ACCESS or ACCESSIBLE TICKET (SEATED – BALCONY – No Step Free Access) for all three nights.

Eligible customers will need to provide us with evidence of disability or medical condition, which can be emailed to – admin@electricballroom.co.uk after the purchase of above stated tickets.

**Please note - these will be sold on a first come first served basis. Once this allocations has sold out, we are sadly not able to release any more.**

**View customer data / demographics for events:**

This is something you can view in the client console, if you go under ‘reporting’ choose your event and press update.

You can then choose the UK customer profiling tab and you can download the information from there.

**Facebook:**

Change/add page roles:

<https://www.facebook.com/settings?tab=profile_access>