



Webtix 6 Shopping Cart Agreement

This important document ensures Center Stage Software has all the pertinent information for your Webtix shopping cart and that you have a complete understanding of this service. Please read and complete this agreement thoroughly.

This agreement is between Center Stage Software and _____.
Name of organization

Center Stage Software agrees to host Wintix data and enable said organization to sell tickets online (known as Webtix) on its server. This server is shared with other groups.

For the Webtix online ticketing subscription, said organization will be billed as per invoice beginning _____ and ending _____. Renewing or canceling of said Webtix rental must be received 15 days prior to end date.

Method of payment will be (choose one):

- Prepayment check
- Automated Recurring Billing using credit card (to discuss terms, contact Center Stage Software)
- E- Check
- Paying in full using credit card
- Direct Deposit via Electronic Funds Transfer or ACH

(NOTE AS OF 1/01/19, purchase orders are no longer accepted)

Your currency ____ (USD, CDN, AUS, EURO, other)

Section A:

Center Stage Software agrees to:

1. perform an automated daily unverified backup of the database. Backups are kept for a week as a precaution: however, the client is strongly advised to have his own verified daily backup.
2. provide a certificate for centerstageticketing.com to allow for better transaction security.
3. provide Webtix services suitable for online transactions.
4. notify customer of any changes that may affect its ability to transact business. Notification will be done by email.
5. provide access to the database for the desktop version of the program (known as Wintix) if licenses to Wintix have been purchased.
6. provide some ability to control the appearance of Webtix. This will consist of the files:
 - events.php
 - style sheets
 - page_header
 - page_footer

For our Webtix clients, Center Stage Software will provide additional files for customization upon request for an additional charge. Clients' website developers may contact Center Stage Software for specific permissions to modify the Webtix shopping cart. This is contract labor and will involve additional fees.

_____ agrees to use the hardware in a prudent manner.

Name of organization

This includes but is not limited to:

1. backing up the data once a day. This is in addition to Center Stage Software backup.
2. backing up data once a week on a separate set of media for an off-site backup.
3. balancing on a daily basis and attaching a copy of the daily sales report to the bank deposit slip with any discrepancies noted.
4. reporting immediately any problems with the server to Center Stage Software.
5. not becoming involved in any activities that adversely affect either Center Stage Software or any of the other customers on the site.

Section B:

Please complete the following:

1. Which web address do you wish your patrons to return after they complete their online purchase?

2. To which email address do you wish to receive your administrative confirmations?

3. Name of credit card payment gateway:

- *Authorize.net _____
- **PayPal.com _____
- Stripe
- Other _____

*NOTE: Center Stage Software will need your API Login and transaction keys.

For Authorize.net users, please email Center Stage Software your API login and transaction keys. To know more about this or how to obtain these two important keys, click on this link from Center Stage Software's Help Desk:

[How to obtain an Auth.net API login and transaction key](#)

**NOTE: For PayPal Business or Premier users, Center Stage Software will need your:

User name, Password and Signature. Contact PayPal if you need help with obtaining these keys. Here's more information from Center Stage Software's Help Desk:

<https://help.centerstage.com/2012/09/20/does-pay-pal-work-with-webtix/>

4. Upon obtaining your API login/transaction keys from Authorize.net or PayPal, COPY and PASTE your transaction keys and save into a separate word document or save in Notepad or similar editor. Then attach the document in an email addressed to: diane@centerstage.com.

(PLEASE NOTE: It is vital you COPY and PASTE your Authorize.net or PayPal keys into the email versus manually typing the information. They keys have to be 100% accurate).

Section C:

As part of our service, please provide Center Stage Software the following information: (please indicate with an "x" where appropriate).

1. Which ticket delivery methods do you wish to offer your patrons?

(All online purchases include an email confirmation.)

- Hard tickets held at box office prior to performance
- Print tickets at home (includes ticket with email confirmation)
- Tickets to be mailed via US Postal Service
- Expedited service via FedEx or UPS

2. How many minutes do you want to allow your patrons to purchase tickets online before the session times out? (The default time is 20 minutes.)

_____ minutes

3. Do you wish to accept donations on the checkout page in Webtix?

- yes
- no

4. Currently, the Webtix page in the customer information section includes a login field and password field for the online patron. Do you want the password field enabled? **If yes, your online patron will be required to provide a password before they can continue to purchase. If no, the password field will not be enabled and will not be included in the shopping cart.**

- yes
- no

5. Make the publicity section mandatory?

- yes
- no

6. Sort performances by:

- Alphabetical order
- Chronological order (this is the default order)
- Wintix sort order (manually sorted within Wintix)

7. Display the following search menus on the initial page (events.php)

- Search by show name
- Search by theatre
- Search by location
- Search by event type
- Search by week
- Search by calendar

8. Which credit cards do you accept?

- VISA/MC
- American Express
- Discover

_____ Other, please specify.

Section D:

Please complete and provide the following information: **NOTE: Webtix shopping cart will not go live until Center Stage Software has received the following:**

1. Your time zone _____

2. **Webtix includes a Header.** Please email us your venue logo in a jpg format to embed into your Webtix shopping cart.

3. **Webtix includes a Footer.** Please provide the following:

a) name and location address of venue: _____

b) box office hours including days of the week when box office is opened: _____

c) box office phone number: _____

4. For current users of Wintix versions 5 or earlier, **please email or list below the names of any custom reports you have been using.** We will ask you to upload these reports to Center Stage Software in order for them to be converted to version 6. If you need help locating these reports, please contact us.

Section E:

As part of your customization of your Webtix shopping cart, **it is required to include links to your website for 1) Ticket refund policy; 2) Privacy statement for your organization.** Please email us your links to your website and we will include them in your Webtix shopping cart. You may also want to include links to a map with directions to your facility as well as show times; 3) **Terms and conditions.** Center Stage Software creates and includes at no extra charge a check box on your Webtix page that requires patrons to click **Yes** to “I agree to the terms and conditions” prior to purchasing tickets online.

Section F:

The Webtix subscription is provided without warranty. You assume the entire risk as to the performance and suitability. Center Stage Software is not liable for indirect, special or consequential damages resulting from the use of this service. Any liability of Center Stage Software is limited exclusively to a prorated refund of the monthly rental fee.

Internet services and security is a constantly changing field. Center Stage Software keeps our servers updated with the latest patches and tools. Due to the nature of remote services, occasional outages are inevitable. In the event of a server outage, Center Stage Software will make a good faith effort in restoring said services. Be aware there are a number of factors outside our control. These include but are not limited to: denial of service (DDOS) attacks, hardware failures, security vulnerabilities, failures of the local ISP and zero-day vulnerabilities. Any of these will render the website inoperable for an unknown length of time.

Any dispute arising under this Agreement shall be resolved through a mediation—arbitration approach. The parties agree to select a mutually agreeable, neutral third party to help them mediate any dispute that arises under the terms of this Agreement.

Cancellation of said Webtix rental subscription must be received 15 days prior to the first of the following month.
Canceling service will take about 48 hours.

We agree to these terms and conditions.

Authorized Representative of Said Organization

Date

Updated 4/11/22