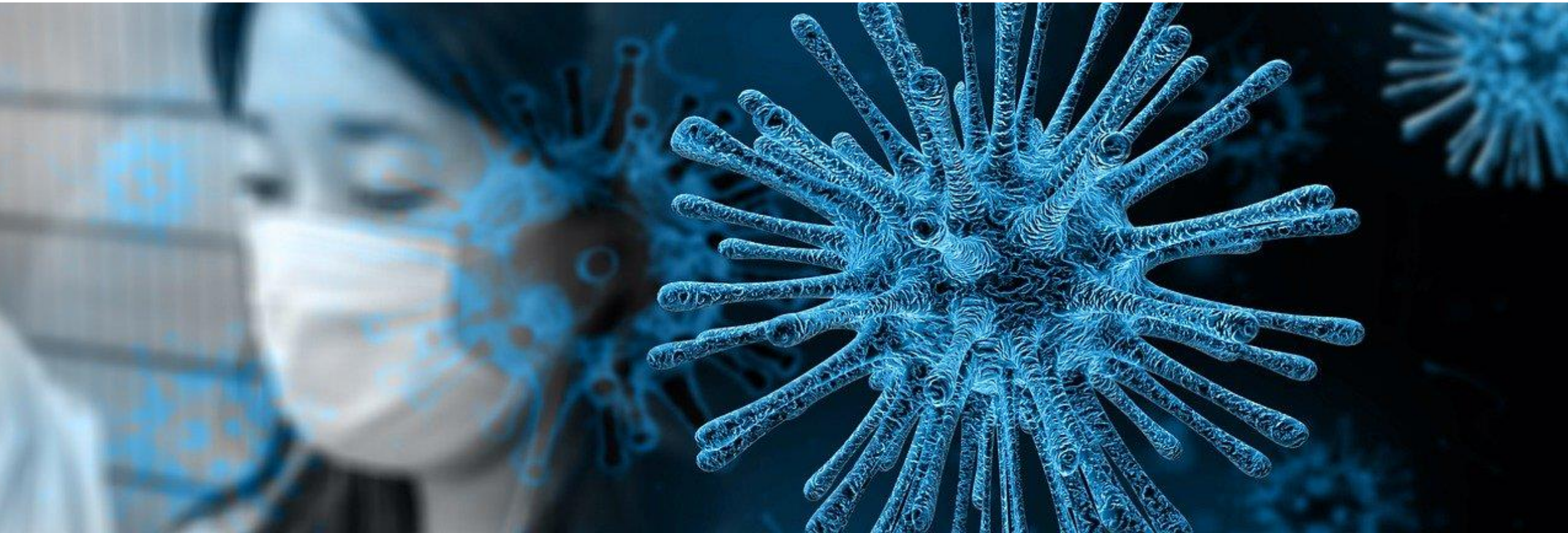


TriTix Open Discussion: The Coronavirus & Our Industry

You've been muted upon entry.
Hang tight and we'll get started shortly.





HOST

KELLY BRENNAN

FutureTix / TriTix



AGENDA & TOPICS

- ✓ Quick Intro, Current Status & Available Resources
Approx. 10 min
- ✓ Panelists Thoughts on Relevant Hot Topics
Approx. 20 min
- ✓ Open Forum – Ask Questions & Share Your Thoughts
Remaining Time

OPEN DISCUSSION

ALL ATTENDEES ARE CURRENTLY MUTED UPON ENTRY.

Ask a question or share your thoughts at any time by using the chat box.

A moderator will read it aloud or quiet the group and unmute you so that you can elaborate.

Industry Resources

Attempting to create & maintain a list of ALL industry related resources including webinars, forums, articles and more.

To see current list, go to:

tinyurl.com/industry-resources

Free Membership

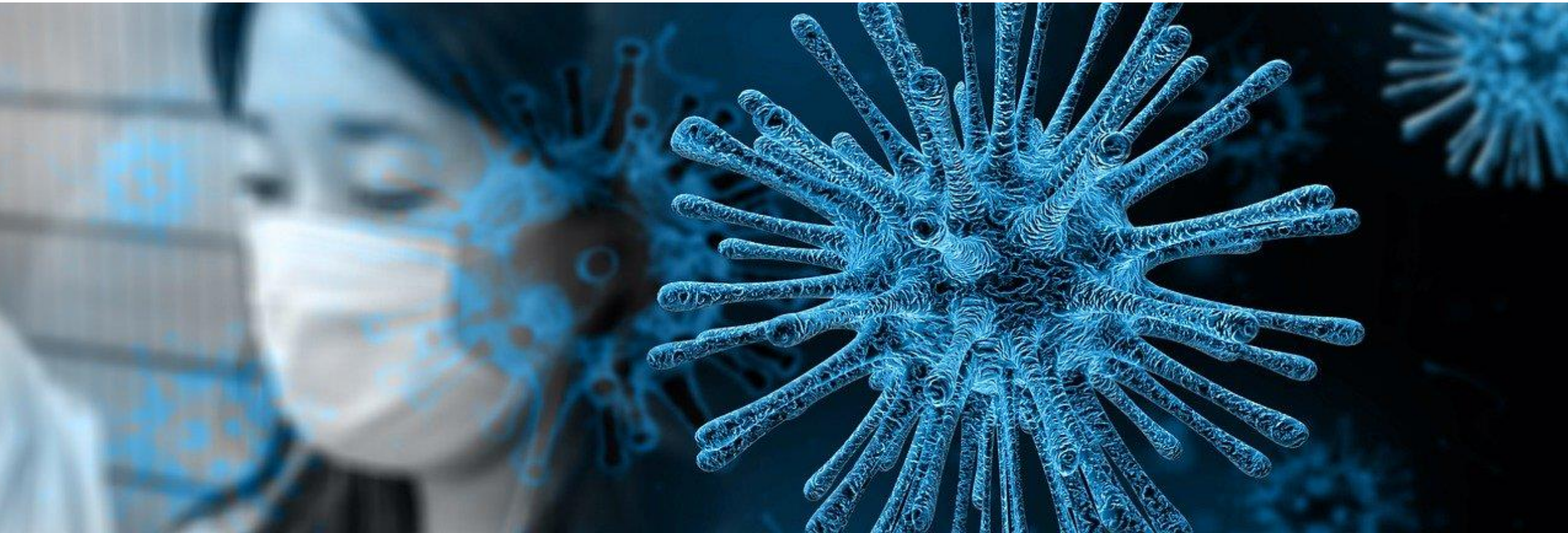
Use Code: FREE4U

**HAVE SOMETHING
TO ADD?**

**If you know of any other
resources that should be on
this list, please let me know!**

**Send details to
Brennan@futuretix.com or
tritixregional@gmail.com.**

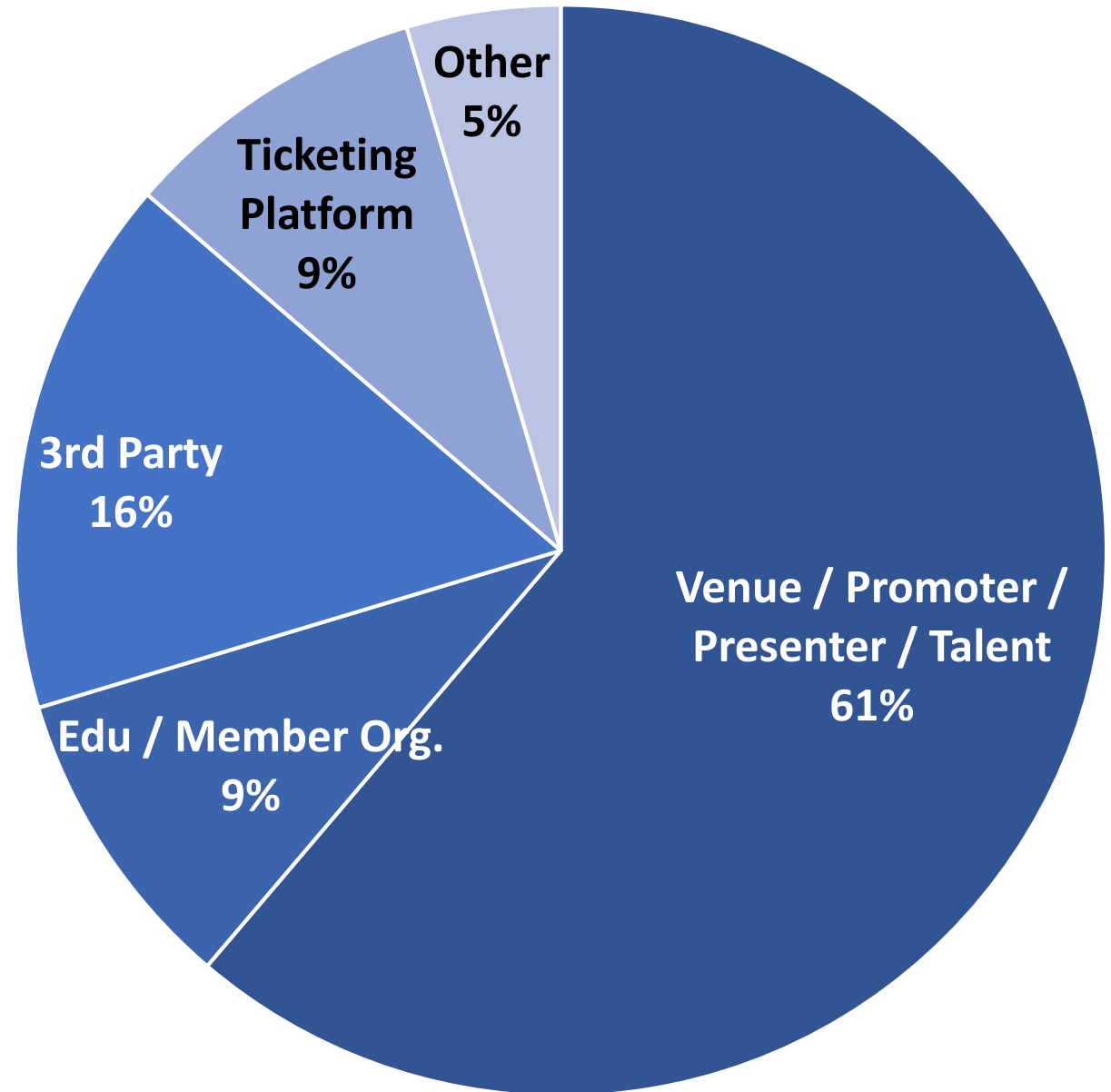
To Continue The Discussion...
Go to tinyurl.com/tritix-corona



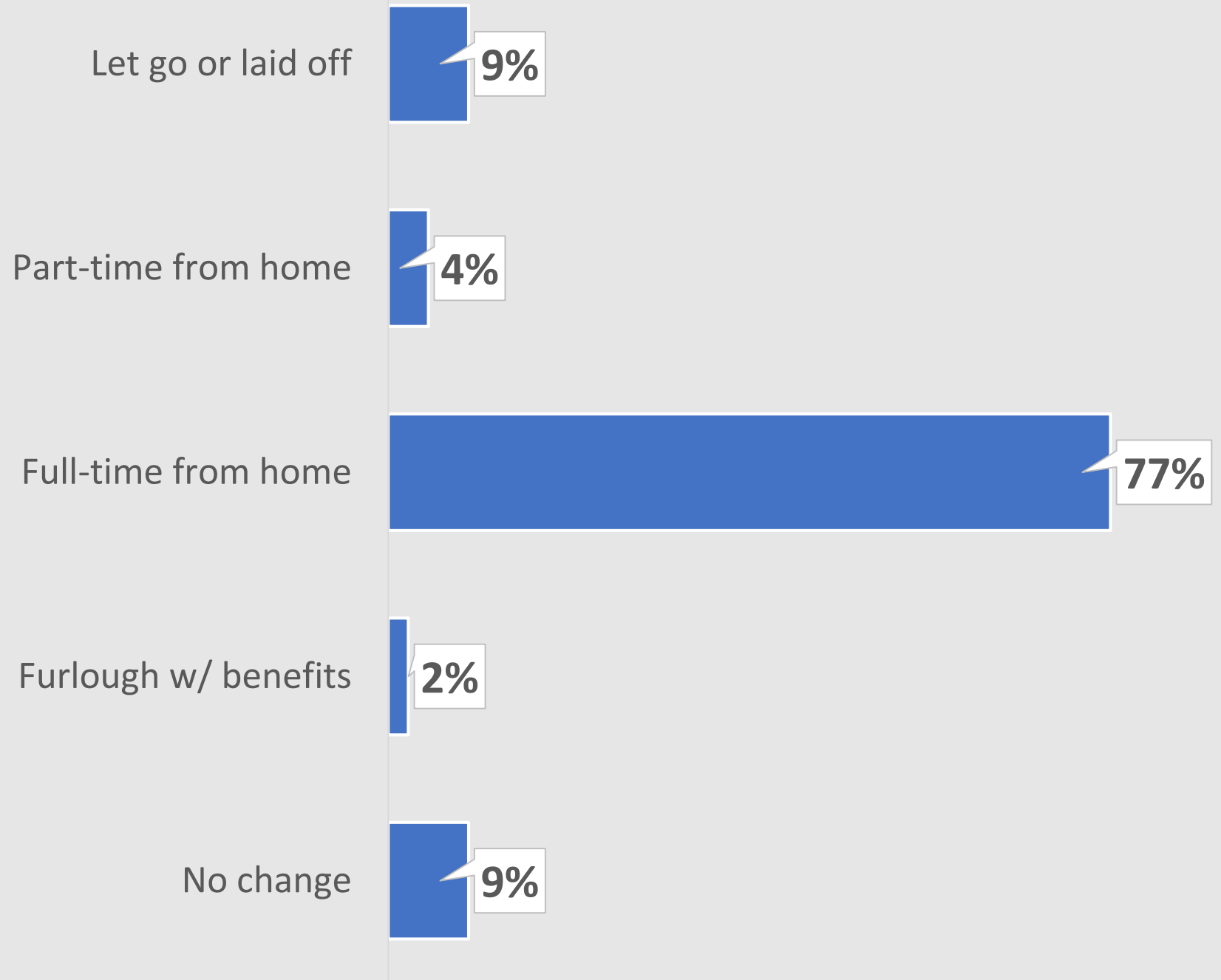
What type of organization do you work for?

OTHER Includes:

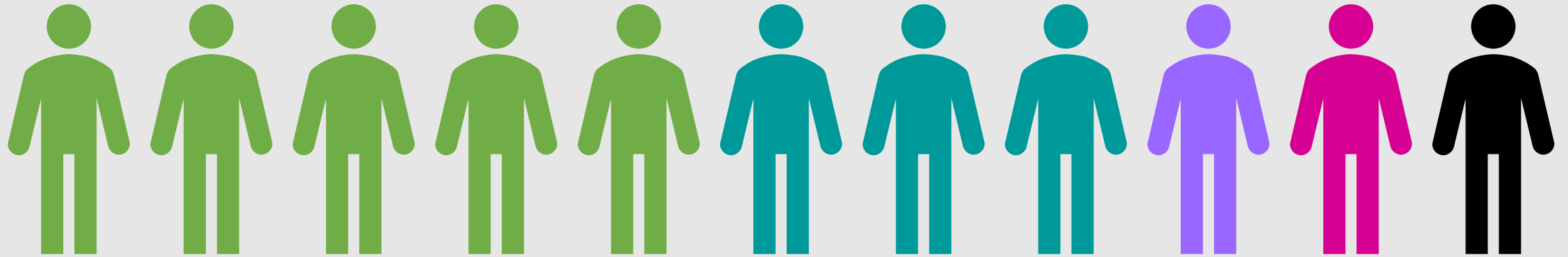
- Consultant
- Unknown (did not specify)



Which best applies to your current situation:



In your opinion, do you feel your organization will financially survive this pandemic without government financial assistance?



**ACCORDING TO
RESPONDANTS**

- 5 out of 10 | In it for the long haul
- 3 out of 10 | Okay if events resume in 3 months
- 1 out of 10 | Okay if events resume within 1 month
- 1 out of 10 | Possibility we'll go out of business
- 1 out of 10 | I don't know / Other

REFUNDS

Check all that apply:



Not allowing refunds

9%



Allowing full cash refunds

54%



Refunds do not include some or all of the associated ticket / credit card fees

14%



Allowing refunds by crediting the account

29%



Refunding season ticket holders / subscribers

6%

EXCHANGES & MORE...

Other includes:

- Donate the cost of their tickets to the annual fund or non-profit venue
- Also handling a lot of Cheque Refunds
- Rules vary by event
- Cancelled events vs. postponed events have different rules
- Encouraging credit as gift card instead of cash refund
- Extending memberships
- Deferred payments for 1-2 months

Unknown - Telling patrons to hold on until more information is available

34%

Allowing exchanges

17%

Postponing ability to exchange tickets to another event until a later TBD date

31%

Applying credit towards next season

20%

Other

23%

PANELISTS / MODERATORS



**BRUCE
AMICK**

LockData Technologies



**BILL
SQUIRES**

Security Expert



**MAUREEN
ANDERSEN**

International Ticketing
Association



**DAN
DEMATO**

FutureTix

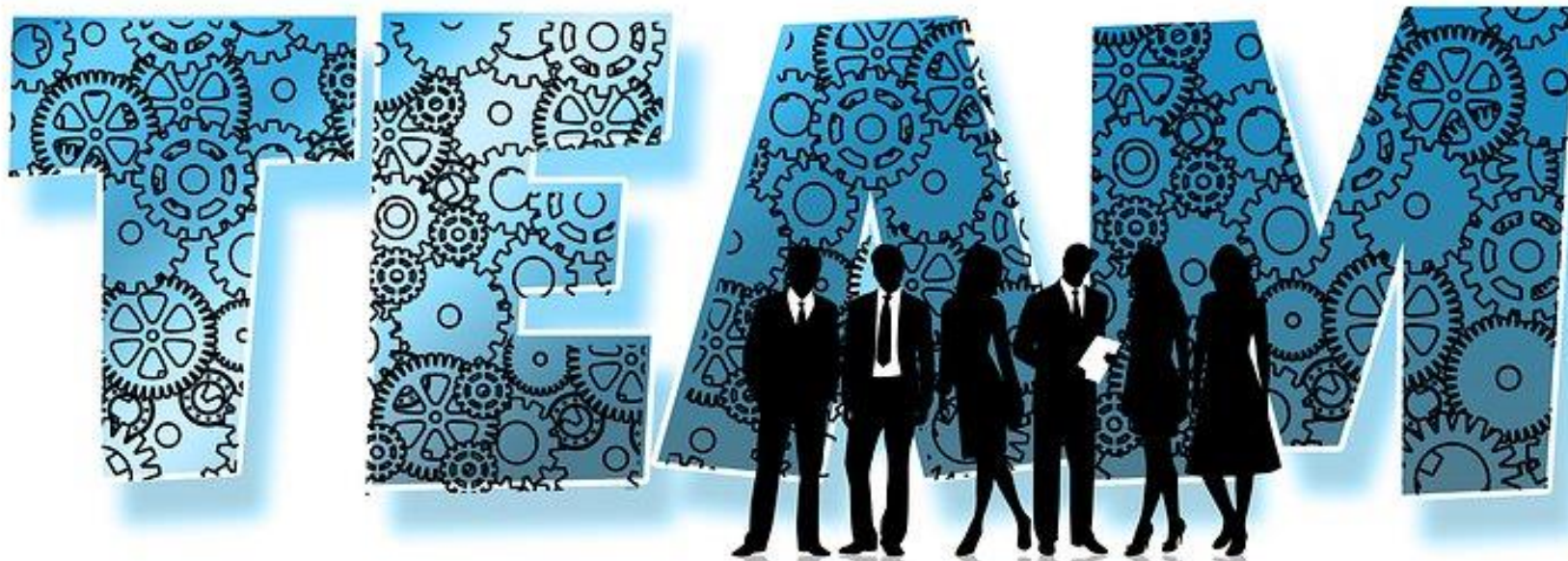
1. Policy/Procedures Changes & Best Practices

Cancelled or Postponed Events
Refunds, Exchanges, Credits, etc.
Credit Card Fee Agreements
Event Insurance
Changes in Policies & Procedures



2. Internal Struggles

FINANCIAL LOSS, LAYOFFS, ETC.





3. Future Industry Impact

THINGS TO PREPARE FOR / ANTICIPATE

Industry Reset → Not Returning to Status Quo
Foreseen Issues For Starting Back Up

Past Examples: Baseball Strikes, Localized Natural Disasters, etc.



OPEN FORUM DISCUSSION

“Raise Your Hand” to share and we will unmute you.

Or type a question in the chat area and we’ll read it allowed to the panelists.

To Continue The Discussion...
Go to tinyurl.com/tritix-corona

