

# Minnesota Playlist

## Theater Company Terms of Service

Effective Date: [INSERT DATE]

*Welcome to the Playlist ticketing family! These terms cover what you can expect from us and what we expect from you as a ticketing partner. We've kept the legalese to a minimum — because nobody likes that. Questions? Email us at [contact@minnesotaplaylist.com](mailto:contact@minnesotaplaylist.com).*

### 1. Who's who

"Minnesota Playlist" or "Playlist" refers to Minnesota Playlist LLC, the ticketing platform at [minnesotaplaylist.com](http://minnesotaplaylist.com). "You" or "Theater Company" means any performing arts organization, producer, or individual using our platform to sell tickets. By listing a show and selling tickets through Playlist, you agree to these terms.

### 2. What we do (and don't do)

Playlist is a ticketing platform: we provide the tools for you to sell tickets, and we handle payment processing through Stripe. We are not box office software (yet). We are not a co-producer of your show. We don't control your programming, pricing, casting, or artistic decisions.

Think of us as your ticketing partner, not your boss.

### 3. Fees & payouts

Here's how the money flows:

Item	Details
Platform fee	\$3.00 flat fee per ticket sold, charged to the buyer at checkout as a "Platform fee." This is functionally separate from your ticket price, but is rolled into the price seen by the buyer AND the revenue you'll see in your dashboard.
Payment processing	Stripe processes all transactions. Standard Stripe Connect fees apply and can be found here: <a href="https://stripe.com/pricing">https://stripe.com/pricing</a>
Your payout	Ticket revenue (minus Stripe processing fees and platform fees) is transferred to your Stripe Connect account on a rolling basis per Stripe's standard payout schedule and then deposited into your associated bank account.

**Heads up:** Playlist does not hold your funds. Stripe Connect transfers revenue directly to your connected account. Make sure your banking info in Stripe is current. You'll set this up during the onboarding process.

### 4. Listing standards

As it has been since our founding in 2007: your show listings represent your organization on our platform, and to the broader Minnesota theater community. We ask that you:

**Keep it accurate.** Show titles, dates, times, venues, and ticket prices must be correct and kept up to date. If something changes, update your listing promptly.

**Use quality images.** Production photos, show artwork, or company logos are welcome.

Images must be at least 800px wide, appropriate for general audiences, and either owned by

you or used with proper permission (and credited as such). Don't use images that include copyrighted material you don't have rights to. We recommend images that are landscape in orientation for the best look and feel on the site.

**Write a real description.** Help audiences understand what they're coming to see. Content warnings (if applicable), accessibility info, and any special events or unique elements are all helpful additions.

Playlist reserves the right to edit listings for clarity or remove listings that don't meet these standards. Don't worry, we'll always reach out before removing anything.

## 5. Cancellations, refunds & your responsibilities

You are responsible for your show. If a performance is cancelled, postponed, or significantly changed (different venue, date, or time), you are responsible for communicating that to your ticket buyers and issuing refunds as appropriate.

Playlist does not issue refunds on your behalf. However, we do provide buyer contact information (see Section 6) so you can reach your ticket holders directly. We recommend making all sales final on Playlist for the time being, future updates to ticketing will allow for more flexibility over time.

**What "significantly changed" means:** A different venue, a date shift of more than 48 hours, or a time change of more than 2 hours from what was listed at time of purchase. Minor cast changes, understudies, or production tweaks don't qualify — but a kind heads-up to your audience is always a nice touch.

Playlist is not liable for any costs or losses arising from your show's cancellation, postponement, or changes.

## 6. Buyer data & audience ownership

When someone buys a ticket to your show through Playlist, you receive their name, email address, and purchase information in your dashboard. This data is shared so you can manage your house, communicate about your show, and build your audience relationship.

**What you can do with it:** Contact buyers about the show they purchased tickets for, send relevant updates, and add them to your own mailing list (with appropriate opt-out options, as required by law).

**What you can't do with it:** Sell it, share it with third parties, or use it for purposes unrelated to your shows or organization. You must comply with applicable privacy laws, including CAN-SPAM.

Minnesota Playlist also retains this data and may use it to communicate with buyers about other Playlist programming and services. Buyers consent to this at checkout.

## 7. Prohibited content & shows

Playlist is a platform for the performing arts in Minnesota. We reserve the right to decline or remove listings for shows that:

- Contain false, misleading, or deceptive information
- Promote hatred, discrimination, or violence toward any individual or group
- Violate any applicable local, state, or federal law
- Are not actually performing arts events (we're a theater calendar, not a general event ticketing platform)
- Involve deceptive pricing or unauthorized use of another organization's branding

If we need to remove a listing, we'll tell you why and give you an opportunity to address the issue where possible.

## 8. Term & termination

This agreement is ongoing as long as you use the Playlist ticketing platform. Either party can end the relationship by giving 30 days written notice, provided there are no active ticket sales for future shows. If there are active shows, you'll need to manage those obligations before off-boarding.

Playlist may terminate access immediately if you materially breach these terms and fail to remedy the breach within 10 days of notice.

## **9. Governing law**

These terms are governed by the laws of the State of Minnesota. Any disputes will be resolved in the courts of Hennepin County, Minnesota. (We'd much rather resolve things over a coffee first, though.)

## **10. Changes to these terms**

We may update these terms as the platform grows and changes. When we do, we'll email you at least 14 days before changes take effect. Continued use of the platform after that date means you accept the updated terms.

*Minnesota Playlist LLC · minnesotaplaylist.com · hello@minnesotaplaylist.com*