



Does your theatre company, venue or event need a professional and personable phone bookings operator?

We pride ourselves on quality customer service with a smile

Servicing community and independent theatres Australia wide, music events, venues and all performing arts.

20 plus years industry experience

!! No per ticket fees or hourly rates !!

Charged on a per call basis

Utilising your preferred choice of booking/ticketing system or our choice of booking system best suited to your needs.

* fees by ticketing system still apply



Enquire for more information - Melanie 08 9255 3336
taz@taztix.com.au

Some of our Happy Clients Include:



WHY TAZ TIX? WHAT MAKES US DIFFERENT?

There are ticketing platforms,
and there are ticketing platforms...
We're NOT just a ticketing platform!!

- We bring quality customer service back to both client and patrons with a 😊.
- Real people at the end of the phone ready to assist your patrons and customers.
- We also promote your event/s through our networks. We feel it's in our interest to help you sell as many tickets as possible for a great event and experience for both customer and client.
- We do all the background build, set up, adjustments, refunds if required, we cater for all your requirements.
 - Provide all the reporting for both finalisation of event and marketing purposes.

We work alongside and with YOU!!

WHO IS TAZ ?

Director, Melanie DeCull has over 37 years' experience in the performing arts, entertainment and events industries along with 15 years in event ticketing.

Performing Arts = The Creative Sport.





TAZ Entertainment / TAZ Tix

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TAZ Tix Introduction:

TAZ Entertainment promotes the WA performing arts scene and has been operating since 2005, focusing primarily but not exclusively on the community and independent theatre and music scene.

TAZ Tix has been providing a national online and phone bookings service for various theatres and venues Australia wide since 2008, utilising various online booking platforms including, but not limited to, TicketSearch, SABO (Seat Advisor Box Office), TicketThis and Trybooking.

We help people who have challenges booking online and some people still prefer to speak to 'a real person'. We provide a professional and personable service and pride ourselves on having quality customer service. No task is too big or small as we greet any challenges with a solution solving mindset.

Some of our ticketing clients and events over the years have included:

- | | | |
|---|--|---------------------------------|
| - Castle Hill Players, NSW | - Pymble Players, NSW | - Maitland Repertory, NSW |
| - Harbour Theatre, WA | - Roxy Lane Theatre, WA | - Melville Theatre, WA |
| - Murray Music & Drama Club, WA | - Actors Hub Studios, WA | - Playlovers, WA |
| - Garrick Theatre, WA | - Limelight Theatre, WA | - Stirling Arms Hotel, WA |
| - The Abbey @ Chesters, WA | - Williams Creative Co, WA | - Night Owl Studio, WA |
| - Neil Diamond Tribute, WA | - Beverley Amateur Dramatics, WA | - Stage Left Theatre, WA |
| - Fremantle Performing Artists, WA | - Sam Explodes Music Productions, WA | - Just B Coz Entertainment, WA |
| - KADS Theatre, WA | - Amphlett/Blondie Explodes Tribute, WA | - ARENA Theatre Productions, WA |
| - Old Mill Theatre, WA | - Verge Studio, WA | - Mama Fritz Events, WA |
| - Chatswood Musical Society, NSW | - ACF National Calisthenics Championships 2019, WA | |
| - Numerous independent productions + music venues | | |

We work from our professionally equipped home office in the Perth foothills which includes fast NBN internet. Every venue is different in the way they operate, and we cater to your requirements.

TAZ Tix Phone Enquiries & Bookings:

- For events, we charge by calls received and not per ticket or by hour, and invoiced monthly. We also include our booking register so you can see the actual activity of calls. Please enquire for our rates.
(Alternative rate options for performing arts venues seating over 200 per performance).
- We can also look after your members, complimentary bookings, group bookings and subscriptions and liaise with your box office coordinator.
- Coordinate waitlists in the event of a sold-out show/season.
- We officially man the phone part-time - but generally here 9am to 5pm Monday to Friday (AWST). When a season is currently showing we make an added effort to man the phones more on weekends. Our phone takes messages even if on a current call, therefore we can't miss a call as long as the patron leaves a message.
- Ability to work with your preferred online booking system or we can assist you with a professional online booking system that best suits your needs and requirements.
- Performing Arts events will include TAZ Tix promotion through our vast networks and social media platforms.

We love what we do and pride ourselves having phenomenal customer service and our patrons love the TAZ Tix experience. We constantly receive great feedback. Please see our testimonials attached.

Look forward to hearing from you.

Melanie DeCull

Director
TAZ Entertainment & TAZ Tix
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TAZ Tix Testimonials

Congratulations Melanie, you have proven yourself so capable and understanding in your cooperation with Limelight Theatre. You have already established a close rapport with our most valued patrons. The feedback from these wonderful supporters of our local community theatre has been astounding.

Congratulations again, you will prove to be a wonderful asset to our wonderful club.

- Patrick McGinn, Bookings Coordinator & Membership Secretary, Limelight Theatre, WA 2023

TicketSearch (formerly Seat Advisor Box Office) have been working with Melanie since the TAZ Tix inception in 2008.

In 2013 we approached Mel if she would be interested in acting as a national ticketing agent for our clients who require a phone bookings operator. We highly recommended then and continue to recommend the TAZ Tix service to those theatre clients who require quality customer service and who knows the industry thoroughly.

The entertainment industry was turned on its head when Covid19 shut-down all events in 2020, and with the many clients TAZ Tix has, we noticed Mel was able to promptly, effectively, and successfully look after every single patron with refunds. An added benefit we have noticed for those clients who have engaged TAZ Tix is that Mel often can help the theatres with any troubleshooting aspects they might have, which in turn aides our support team.

The fact that TAZ Tix is based in Perth is another advantage to our eastern states clients who may have forgotten to call during the day but find TAZ Tix still open due to the time difference.

TicketSearch and TAZ Tix work well together. It's a win-win for both the theatres and the patrons.

- Dennis Doulgeridis, CEO, TicketSearch 2023

Melz at TAZ Tix has been amazing to work with. Not only is her customer service above and beyond, her aide in helping promote our shows across the TAZ and theatre networks is incredible.

TAZ works with us and our Trybooking system and is a wealth of knowledge and support in this area, we would highly recommend their services to any club or theatre!

- Rodney Stickells-Palmer, President, Garrick Theatre 2022

I have had the pleasure of working with Melanie from TAZ Tix for over 5 years, during which time TicketThis provided ticketing technology to the TAZ Tix ticketing agency.

Throughout the years of working with Mel, I can honestly say she was always a pleasure to work with. Mel's willingness to support her customers and work through any ticketing issues with our support team was second to none.

If you are looking for a ticketing partner that will promote your event and support you and your customers with exceptional service, you will find that Mel is always positive, proactive and customer-focused.

I am confident that you will be exceptionally happy to have TAZ Tix and Mel on your side.

- Derek Lavine, Director, TicketThis 2022

Playlovers engaged Melz at TAZ Tix part way into our season of "My Mother Said I Never Should" at the Old Mill Theatre to assist with ticketing.

She handled all phone bookings and queries – we transferred our mobile phone to her.

We use Trybooking (which is very convenient for us) and so it was easy to give Melz access so she could make/change bookings.

Not only did this relieve us from dealing with phone calls but she promoted the show to her extensive network which brought in new customers.

Dealing with Melz has always been easy. She is very friendly, positive and has good ideas. I would have her fulfil this role in Playlovers' future productions.

- Marie Corrigan, Treasurer, Playlovers, WA 2022.

Pymble Players Inc (Sydney) signed up with Melanie at TAZ Tix a few years ago, following a strong recommendation from another Sydney group working with her. We are a community theatre group staffed only by volunteers. Initially she handled all our phone enquiries and bookings using the SABO ticketing system. She quickly endeared herself to us and our patrons with her excellent service. In 2018 we handed over the processing of our 2019 subscription season to Mel and once again the transition was fabulous, with Mel handling our hundreds of subscriptions, all of which were processed by her.

When COVID struck in 2020 we were able to rely on Mel without hesitation to handle our enquiries and process refunds when requested. Later that year we moved to a new ticketing platform, Ticket Search, and Mel made sure she was up to speed with this system ready for us. In 2021 we were very happy to be back on stage (with limited seating) and then lockdown hit right near the end of our second season. Mel once again excelled under pressure, juggling the pandemic issues, not just for us, but for a range of organisations. We are off and running in 2022 and Mel continues to be our key point of phone contact – especially for our large group organisers and our many audience members who love to chat to a “real person” to make their bookings.

In a nutshell – Mel provides exceptional customer service to our patrons and us. She goes out of her way to find solutions and keeps me posted on everything I need to know. With TAZ Tix located in Perth, it means our patrons can enjoy personal contact after our east coast business hours.

- Linda Young, Box Office Manager and Treasurer, Pymble Players, NSW 2022.

TAZ Tix are a valued member of our marketing and promotions team. Customer service is the best, wonderful to work with, always available to help. Melz responds immediately and professionally to requests made and has managed the turbulent Covid times with the utmost professionalism.

We are always impressed with her flexibility to accommodate both our and our clients' requests. Thanks for the on-going support Melz.

- Kirsten Halford-Bailey, Chairperson, Roxy Lane Theatre, WA 2022

I would like to thank Melanie DeCull from TAZ Entertainment for the huge effort she has put in for Melville Theatre this year. She has dealt with re-ticketing, cancellations and refunds with tremendous grace and has been an absolute gem through it all.

'The Dresser' was closed down twice and in terribly sad circumstances. Melz has handled all the queries and been a great support to me and to everyone involved.

Thanks Melz! You're a treasure!

- Susan Lynch, President, Melville Theatre, WA 2021

Melz at TAZ Tix has been managing ticketing for Harbour Theatre for longer than I've been a part of the group. She has always done so in a welcoming, efficient manner.

It's no exaggeration to say that 2020 was a tumultuous year for everyone—including live theatre. Shows were closed mid-season, notifications had to be circulated, patrons had to be contacted and refunded. TAZ Tix managed this with speed, efficiency, and courtesy.

As restrictions eased, live theatre was presented with the obstacles of reduced capacities and social distancing. TAZ Tix took this in its stride, initiating a practice of spacer-seating and audience-adjusting so as to optimise patronage without compromising safety.

TAZ Tix was of immense help before, during, and after the pandemic. Melz dealt with new challenges as they arose but maintained professionalism, communication, and respect for customers. We are grateful for her assistance and experience.

- Jarrod Buttery, President, Harbour Theatre, WA 2021

The Beverley Amateur Dramatics have been using TAZ Tix since the inception of our group. Mel has always been accommodating and has gone above and beyond her duties for us. She has been an amazing ticket merchant and advertiser - I really can't recommend her enough 😊 Thank you for everything you have done Mel - it really is appreciated ❤️

- **Britt Hadlow, Beverley Amateur Dramatics, WA 2021**

Melville Theatre asked TAZ Tix to take over our ticketing in 2020 and they have successfully managed three seasons for us to date. Melanie has dealt with the difficulties of bookings in a Covid world and has gone over and above in helping our audience members with their queries. Having TAZ Tix on our team has provided us with a smooth and efficient solution to our booking needs.

- **Susan Lynch, President, Melville Theatre, WA 2020**

You have been a great asset to Pymble Players and I appreciate your thoughtfulness and responsiveness to both audience and us. Best wishes for the New Year. - **Julia Griffiths, Publicist, Pymble Players, NSW 2016**

We've had some really nice comments made about your cheerful, efficient service! If our patrons are happy, then so are we. Many thanks. - **Jan McLachlan, President, Pymble Players, NSW 2016**

It has been a pleasure working with you on a personal level and you have been a great benefit to Pymble Players and our patrons. - **Linda Young, Sales, Pymble Players, NSW 2016**

We can't thank you enough for making our job of organising Nationals ticketing so much easier. We loved having someone like you as part of our team, who is enthusiastic and organised where nothing was too much trouble, all our emails and phone calls were answered promptly, a truly exceptional customer service experience.

Your professionalism and willingness to assist us with all our issues and changes has been amazing.

- **Faye Walmsley and Lisa Ruecroft, Co-Convenors, ACF Nationals Competition Perth 2019, WA**

TAZ Tix are my favourite ticketing company. They are local and can get things done quick and easily. My association with this company goes back 15 years initially doing concerts in the Swan Valley and have been using this quality service ever since.

TAZ Tix incorporate all aspects involved in live theatre, live music, publicity services, live event pages on multimedia and distribution networks throughout the performing arts scene.

A can do attitude with an efficient follow up of the process is so important for a promoter to have at his/her disposal.

- **Sam Pulvirenti, Sam Explodes Music Promotions, WA 2019**

I have had extensive contact with Mel over the last few years in my role as Box Office Manager for KADS, at all times I have found her to be efficient and helpful.

Mel's attitude is always positive and professional I have enjoyed all my interactions with her. She offered ongoing assistance and was readily available on the phone at all times. At times I have needed to refer customers to Mel for support and they are always very happy with her speedy assistance and most pleasant manner.

Personally I cannot speak highly enough of her integrity and determination to always give her best to any task. I have no hesitation in recommending Mel for any position or endeavour.

- **Linda Murray, Box Office Coordinator – Kalamunda Dramatic Society (KADS), WA 2019**

Cheers TAZ Tix for all your support! Made life easy, having a ticketing person who is so available to help with any queries, & so willing to make this production a seat-selling success!!

For sure whatever the next one is, I'll be coming to you.

- Sarah Christiner, Life On Hold Productions, WA 2018

Harbour Theatre has been using TAZ Tix for their booking system for more than five years and cannot speak too highly of Mel's service. The transition from volunteers manning the booking line and doing the myriad of jobs required for ticketing was onerous and it was a great relief to let Mel handle our bookings.

She is very capable and only too happy to make time to sort out any issues arising. It is a pleasure to be able to liaise with Mel at any time and she is always cheerful, accommodating and willing to listen to our needs. Harbour Theatre will be continuing our relationship with TAZ Tix well into the future.

- Jo Sterkenburg (Harbour Theatre Bookings Co-ordinator), WA 2016

Castle Hill Players approached Melanie and TAZ Tix to look after phone bookings service for the theatre, to handle the many booking enquires and also processing of the subscription season tickets.

We have found Mel to be a great point of contact for our patrons and subscribers, ensuring that all customer phone contact and bookings are handled promptly and efficiently.

Castle Hill Players having no full-time employees and an existing booking system we needed a reliable phone booking service and point of contact for our patrons. Mel and TAZ Tix brought an immediate understanding of who we are and what we required.

TAZ Tix has allowed Castle Hill Players to do what we do best which is produce a great show and lessen the worry of the most important thing we must do – sell tickets.

- Bernard Teuben, Vice President of Administration - Castle Hill Players, NSW 2014

Harbour Theatre made the decision to go with TAZ Tix for their 50th Anniversary year and due to the excellent service we have received TAZ will continue to carry out our bookings.

During the set up process the principal – Melanie DeCull was extremely helpful, supportive and went out of her way to assist with our particular requirements. The bookings ran smoothly and we played to packed houses. We also had great feedback from our patrons regarding the bookings process.

We would recommend TAZ to any theatre wanting an easy, efficient and cost-effective alternative to in-house bookings.

- Nicola Bond, President, Harbour Theatre, WA 2013

TAZ provides a great service with a personal touch. They know the industry thoroughly, look after your customers and want your show to succeed.

- Jenny Davis, Agelink Theatre, WA 2011

Groovy Boots Theatre engaged TAZ Tix to handle ticketing arrangements for its professional production of Dimboola in 2010. We found the service to be exemplary with director Melanie DeCull often going above and beyond the call of duty in her services. Not only did she accommodate the booking arrangements over the phone and online with professionalism and enthusiasm, she also had to contend with the fact the play is set at a wedding and presented as dinner-theatre. As various shows sold out, she created waiting lists and a database for any future productions.

As co-director of Dimboola, both myself and fellow director Phil Barnett are in no doubt the sell-out success was due in no small part due to TAZ Tix and its absolute commitment to accommodating our theatre's requirements, as well as the audience's. TAZ Tix will be our first port-of-call for any productions staged by Groovy Boots Theatre in the future.

- Chris Thomas, Founder, Groovy Boots Theatre, WA 2011