

# EXHIBITOR SPOTLIGHT



We know what it feels like to be overcharged and underappreciated. A couple friends started TicketSpice because they were frustrated with the ticketing solutions on the market. It seemed like the ticketing solutions were all focused on their own success, instead of their customer's success. We wanted to create an online ticketing platform that looked good, worked well and didn't cost an arm and a leg. From the beginning our focus has been on making our customers successful, not on showcasing our own brand. We get it. Events are hard, ticketing software shouldn't be.

## **Give us your 'elevator pitch' about your product/service.**

Our passion is your success! At TicketSpice we want to help you do more, make more and keep more. Over the past 10 years we've helped over 20,000 organizations just like you. We often hear people say "you guys are the best kept secret in the events industry." That's because we focused on helping you succeed, not building our own brand. We've been in your shoes, and we get it... you can't sell tickets on your own and online ticketing platforms are a hassle. Our pricing is simple (and affordable) at 99 cents per ticket. You can also set your own ticketing fee, and you keep it!

## **How many employees does your company have?**

We have less than 30 employees here, so it's a much more personal experience. If you look around at TicketSpice reviews you'll see most rave about our staff. We are all passionate about helping our customers succeed.

## **How has your company grown over the years?**

We're growing a ton and having a blast! Everyday we're helping customers make a ton of extra money on their events. We've processed almost \$2 billion dollars for customers just like you.

## **What areas do you serve with your product/service?**

About 90% of our customers are based in the U.S. and Canada. However, we can support events worldwide.

## **What sets your product/service apart from your competitors?**

We do things differently at TicketSpice. One of the biggest differences is that we allow you to set the ticketing fee, and YOU keep it! We've helped customers make millions with this simple feature. We just charge 99 cents per ticket, but you set

the ticketing fee at whatever you'd like... and it's all yours to keep! Our credit card processing rate is 2.99% and we have real time payouts, so your funds are in your account within a few days.

## **How many festivals and events do you work with on an annual basis?**

We're the best kept secret in the events business! We've helped over 20,000 customers process almost \$2 billion dollars.

## **What advice would you offer to festivals and events searching for your type of product/service?**

Don't sign a long-term agreement for online ticketing! We talk with so many frustrated promoters who want to switch but can't because they are locked into an agreement with another provider. It's crazy to do that in 2018 and some providers still require you to be a hostage to them for multiple years. We believe a good partnership only works when our customers use our service because they want to, not because they are forced to.

## **What is your customer service philosophy?**

We treat people the way we'd want to be treated. It's really that simple. We value each customer we have large or small. Our team is passionate about helping our customers succeed. A lot of us have run events, and we think you deserve a ticketing partner who puts you first.

## **CONTACT INFORMATION**

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