



Service Order Form - City of Clearwater

Event Dates: Ongoing				
Fees	Term: 1 year with options to renew	Order Date: June 2, 2025		
Description	Price/Ticket (Item)			
Online Ticket Sales: priced \$0.01 +	10% of ticket price up to \$2.99			
General Admission - Box Office Ticket - Paid	\$ 0.25			
General Admission - Box Office Ticket - Comp	\$ -			
General Admission - Pre-Printed Ticket - Paid (Redeemed)	\$ 0.25			
General Admission - Pre-Printed Ticket - Comp (Redeemed)	\$ -			
Reserved Seat - Box Office Ticket - Paid	\$ 0.25			
Reserved Seat - Box Office Ticket - Comp	\$ -			
Saffire will provide an annual revenue share of 25% on ticketing fees once the total annual ticketing fees exceed \$25,000. This means for any amount collected above this threshold, the City of Clearwater will receive a quarter of those fees back each year. This structure is designed to reward growth and high-volume sales.				
Equipment Pricing as of June 2025	Quantity	Billing	Price/Device	Subtotal
Complete POS Rental: Laptop, Microcom Printer, OR iPhone, Hip Printer and Credit Card Reader --- \$150 per setup for 1-week rental, or \$50 per setup for each additional week -- Saffire will provide up to (2) complete POS systems	2	N/A	\$ 150.00	\$0
Laser Scanner: Used for scanning only - includes data plan --- \$90 per device for 1-week rental, or \$25 per device for each additional week - Saffire will provide up to (12) scanners	12	30 days after event	\$ 90.00	
Ticket Stock: Saffire will provide up to 50,000 stock tickets per year of agreement at no additional cost	50000	N/A	\$ -	\$0
	Quantity	Billing		
On Site Support Fee (excludes travel expenses**) must be requested and confirmed a minimum of 30 days prior to event - <i>onsite support requests must be submitted at least 30 days prior to start of event. Saffire will waive 2 days of onsite support fees for each of your first 3 events on the Saffire platform.</i>	6	30 days after event	\$ -	
Initial Setup of SaffireTix Site (Spark Platform) - if not a current website client		At Time of Signature of agreement	\$ 1,500.00	\$ -
<small>*Device rentals and purchase prices do not include shipping. Shipping fees for rentals will be added to the post-event invoice. Shipping fees for purchased items will be added to the purchase invoice. **Travel expenses include; airfare, hotel & car rental. If applicable, travel expenses will be added to the post-event invoice.</small>				

RENEWALS: The initial term of this agreement is July 1, 2025 through June 30, 2026, with the option of three (3), one (1) year renewals. The City will give written notice of its intention to renew the agreement no later than thirty (3) days prior to the expiration.

TERMS: This order is governed by the terms of the Subscription Services Agreement (<https://www.saffire.com/ssa>) between the parties, which terms are incorporated into this order for all purposes. If there is a conflict between the terms of this order and the agreement, this order governs. This order and the agreement are the entire agreement between the parties, and they supersede and replace all prior and contemporaneous negotiations, agreements, representations and discussions regarding this subject matter. Only a signed writing of the parties may amend this order.

CREDIT CARD PROCESSING FEES: If the Client uses Saffire's payment processor, an additional credit card processing fee of 3.5% per transaction will be deducted from the settlement payments. These do not apply to ticketing fee minimums. A retainer of 10% of the settlement or \$1,000, whichever amount is higher, will be held for up to 60 days after the event has ended, and will be utilized to cover any customer chargeback disputes and fees that may arise after the event. Saffire will defend the purchases through the credit card company, but any chargeback disputes awarded in the customers' favor will be deducted from the chargeback retainer. The remaining amount will be paid to the Client after the 60 day window has passed.

LATE FEES: If device rental return is not post-marked within 2-days after the event, a \$10/device/day fee will be invoiced.

Customer: City of Clearwater	Saffire, LLC
Name:	Name: Cassie Dispenza
Title:	Title: Vice President of Strategic Partnerships
Billing Email:	Email: sales@saffire.com
Address:	Address: 248 Addie Roy Road, Suite B-106, Austin, TX 78746
Phone:	Phone: 512.430.1123
Signature:	Signature:
Date:	Date:
If Tax Exempt please provide number here:	Salesperson: Jodi Buresh and Cassie Dispenza

Below Must Be Completed
Additional Contact Name:
Title:
Additional Email:
Additional Phone: