



EventHub Ticketing Agreement for City of Ocala

Dear Amy,

On behalf of EventHub, I'm pleased to present the following Ticketing Agreement (this "Agreement") for the City of Ocala's (hereinafter referred to as the "CUSTOMER") use of EventHub's Ticketing platform and services.

This Agreement establishes a three-year term covering all ticketed events in 2025, 2026 and 2027, during which EventHub will serve as the exclusive ticketing platform for the City of Ocala, unless otherwise approved in writing by both parties.

EventHub Ticketing Service Features & Fees

Included Features:

- Custom event landing page and ticket purchase webpage
- Ticket sales dashboard with pre-built reports and custom report generation
- Built-in marketing tools including:
 - Mailchimp integration
 - Abandoned cart emails
 - Email and SMS messaging to ticket holders
 - Affiliate and promoter referral links
 - Discount code and comp ticket creation
- Tiered inventory options (GA, VIP, etc.)
- Support for free ticket options for qualifying events
- Downloadable ticketing app for entry scanning and on-site ticket sales
- Optional promotion on Nightout.com at no additional cost



<u>Quantity and Description of Products Ordered</u>	<u>Ticket Level and Pricing</u>
EventHub Ticketing Service	Unlimited tickets annually
Online ticket sales prior to the event*	\$0.99 per ticket and 3% service fee
Onsite “Box office” ticket sales at the event*	\$0.99 per ticket, 0% service fee
*Does not include credit card processing fee	
<i>Credit Card Processing Fee (applied only if CUSTOMER does not use own Stripe account)</i>	<i>3.2% + \$.40 per ticket</i>

Billing Notes and Disbursement Terms

If the CUSTOMER is not using their own Stripe account, EventHub will act as the merchant of record for all ticket transactions processed through the platform. Net ticket revenue—defined as gross ticket sales less applicable fees—will be disbursed to the CUSTOMER within thirty (30) calendar days following the conclusion of each event.

Cash and Offline Sales

For any cash or offline ticket sales processed through the EventHub platform (e.g., recorded through box office tools but collected outside of the online payment gateway), EventHub service fees will be invoiced to the CUSTOMER after the event concludes. These fees must be paid in full within the timeframe specified on the invoice.

Fee Collection and Non-Refundable Fees

EventHub collects all applicable service fees and payment processing fees at the time of each transaction. These include:

- EventHub platform service fees
- Stripe credit card processing fees

These fees are non-refundable under all circumstances, including event cancellation, refund requests by ticket buyers, or any other dispute that results in a reversal of the original transaction. This is due to the nature of the services being fulfilled upon transaction completion, including hosting, payment handling, and administrative costs.

In the event of chargebacks or refund requests, the CUSTOMER remains liable for the full amount of the original fees deducted at the time of purchase. Should funds have already been disbursed, EventHub reserves the right to invoice the CUSTOMER for the total amount of any unrecovered fees or chargebacks.



Signatures

The undersigned represents and warrants that they have full authority to execute this agreement on behalf of their organization and that their signature legally binds the organization to the terms herein.

Agreement Effective Date: 8/29/2025

Signed by:
Jamie Nassar
11.6491800010542CB

Name: Jamie Nassar
Title: COO
Org: Event Space Booker Inc.
(DBA EventHub)
Address: 7760 Delridge Way SW
Seattle, WA 98106
206-414-8237
accounting@eventhub.net

DocuSigned by:
Ken Whitehead
10.62717711E36514E42

Name: Brooke Perry
Title: Community Special Events Manager
Org: City of Ocala | Recreation & Parks
Address: 215 NW 16th Ave,
Ocala, FL 34475
Contact Number: 469-223-9506
Email: bperry@ocalafl.gov

Approved as to form and Legality:

Signed by:
William E. Sexton Esq.
14.943484830002E
William E. Sexton, City Attorney

EventHub Ticketing Terms and Conditions

The following terms, together with the preceding agreement pages, constitute the entire agreement (“Agreement”) between the parties regarding EventHub Ticketing services. No other representations, promises, or agreements, either oral or written, have been made or relied upon except as expressly stated herein.

Ticketing Services Description

EventHub provides a secure and efficient platform for registered users (“Organizers” or “you”) to manage and collect payments for event ticket sales, including general admission and tiered



ticket types. The platform enables real-time reporting, marketing integrations, communication tools, and optional on-site sales functionality. All online payments are processed through a secure third-party payment gateway, unless the CUSTOMER opts to use their own Stripe account.

Termination

Either party may terminate this Agreement with thirty (30) days' written notice in the event that the EventHub software fails to operate as intended during the ticketing process. Upon termination, EventHub will continue to remit payment for any tickets already sold, and all applicable terms regarding fees, refunds, and data retention shall remain in effect.

Taxes and Withholding

The CUSTOMER is solely responsible for any and all applicable taxes or government-imposed charges related to ticket sales. The CUSTOMER agrees to indemnify and hold EventHub harmless from any liability resulting from non-payment of such taxes. If EventHub is required to withhold or remit any such amounts, it may deduct them from disbursements or invoice the CUSTOMER accordingly.

CUSTOMER Responsibilities and Legal Compliance

The CUSTOMER is responsible for ensuring that all promotional, ticketing, and event materials comply with all applicable federal, state, and local laws, including intellectual property laws. EventHub assumes no liability for content provided by the CUSTOMER that infringes upon the rights of any third party.

Box Office & Check-In Technology

Stripe M2 Readers:

EventHub will provide two (2) complimentary Stripe M2 readers for on-site box office sales. Additional readers may be rented at \$50 per unit, and all shipping costs will be the responsibility of the CUSTOMER.

Check-In Devices:

If the CUSTOMER uses their own iOS or Android devices, the EventHub check-in app is available for download at no cost. If rental devices are required, EventHub can provide iOS or Android devices at a rate of \$150 per day, unless otherwise specified in the agreement.



PUBLIC RECORDS. EventHub shall comply with all applicable provisions of the Florida Public Records Act, Chapter 119, Florida Statutes. Specifically, EventHub shall:

- A. Keep and maintain public records required by the public agency to perform the service. B. Upon request from the public agency's custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law.
- C. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if EventHub does not transfer the records to the public agency.
- D. Upon completion of the contract, transfer, at no cost, to the public agency all public records in possession of EventHub or keep and maintain public records required by the public agency to perform the service. If EventHub transfers all public records to the public agency upon completion of the contract, EventHub shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If EventHub keeps and maintains public records upon completion of the contract, EventHub shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

IF EVENTHUB HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO EVENTHUB'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT: CITY OF OCALA, OFFICE OF THE CITY CLERK; 352-629-8266; E-mail: clerk@ocalafl.gov; City Hall, 110 SE Watula Avenue, Ocala, FL 34471.

NO WAIVER OF SOVEREIGN IMMUNITY. Nothing herein is intended to waive sovereign immunity by the City to which sovereign immunity may be applicable, or of any rights or limits of



liability existing under Florida Statute § 768.28. This term shall survive the termination of all performance or obligations under this Agreement and shall be fully binding until any proceeding brought under this Agreement is barred by any applicable statute of limitations.

TERMINATION FOR NON-FUNDING. In the event that budgeted funds to finance this Agreement are reduced, terminated, or otherwise become unavailable, City may terminate this Agreement upon written notice to EventHub without penalty or expense to City. City shall be the final authority as to the availability of budgeted funds.

TERMINATION FOR CONVENIENCE. City reserves the right to terminate this Agreement in whole or in part at any time for the convenience of City without penalty or recourse. The City Project Manager shall provide written notice of the termination. Upon receipt of the notice, EventHub shall immediately discontinue all work as directed in the notice, notify all subcontractors of the effective date of the termination, and minimize all further costs to City including, but not limited to, the placing of any and all orders for materials, facilities, or supplies, in connection with its performance under this Agreement. EventHub shall be entitled to receive compensation solely for: (1) the actual cost of the work completed in conformity with this Agreement; and/or (2) such other costs incurred by EventHub as permitted under this Agreement and approved by City.

Certificate Of Completion

Envelope Id: B497E21D-8F28-4F07-A80E-EC3B37DB6129
 Subject: FOR SIGNATURE - EventHub Ticketing Agreement for City of Ocala (REC/250923)
 Source Envelope:
 Document Pages: 6
 Certificate Pages: 5
 AutoNav: Enabled
 Envelopeld Stamping: Enabled
 Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Status: Completed

Envelope Originator:
 Porsha Ullrich
 110 SE Watula Avenue
 City Hall, Third Floor
 Ocala, FL 34471
 pullrich@ocalafl.gov
 IP Address: 216.255.240.104

Record Tracking

Status: Original 8/19/2025 2:04:46 PM	Holder: Porsha Ullrich pullrich@ocalafl.gov	Location: DocuSign
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: City of Ocala - Procurement & Contracting	Location: Docusign

Signer Events

Jamie Nassar
 jamien@eventhub.net
 COO
 Security Level: Email, Account Authentication (None)

Signature

Signed by:

 1AA97B06B7594CB...
 Signature Adoption: Pre-selected Style
 Using IP Address: 47.155.217.91

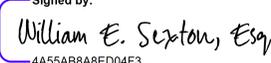
Timestamp

Sent: 8/19/2025 2:07:35 PM
 Viewed: 8/19/2025 2:08:18 PM
 Signed: 8/19/2025 2:09:23 PM

Electronic Record and Signature Disclosure:

Accepted: 8/19/2025 2:08:18 PM
 ID: 8d1d115d-6067-44fd-8705-f31a17f8a8fa

William E. Sexton, Esq.
 wsexton@ocalafl.gov
 City Attorney
 Security Level: Email, Account Authentication (None)

Signed by:

 4A55AB8A8ED04F3...
 Signature Adoption: Pre-selected Style
 Using IP Address: 216.255.240.104

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Electronic Record and Signature Disclosure:

Accepted: 9/15/2023 9:02:35 AM
 ID: 313dc6f2-e1d0-44c3-8305-6c087d6cdf0b

Ken Whitehead
 kwhitehead@ocalafl.org
 Assistant City Manager
 City of Ocala
 Security Level: Email, Account Authentication (None)

DocuSigned by:

 5677F71E38874F4...
 Signature Adoption: Pre-selected Style
 Using IP Address: 216.255.240.104

Sent: 8/27/2025 4:13:38 PM
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 Signed: 8/29/2025 8:51:02 AM

Electronic Record and Signature Disclosure:

Not Offered via Docusign

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp

Certified Delivery Events	Status	Timestamp
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Carbon Copy Events	Status	Timestamp
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Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Certified Delivered	Security Checked	8/28/2025 10:07:00 AM
Signing Complete	Security Checked	8/29/2025 8:51:02 AM
Completed	Security Checked	8/29/2025 8:51:02 AM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, City of Ocala - Procurement & Contracting (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact City of Ocala - Procurement & Contracting:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: contracts@ocalafl.org

To advise City of Ocala - Procurement & Contracting of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at contracts@ocalafl.org and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request paper copies from City of Ocala - Procurement & Contracting

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to contracts@ocalafl.org and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with City of Ocala - Procurement & Contracting

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to contracts@ocalafl.org and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

Acknowledging your access and consent to receive and sign documents electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to ‘I agree to use electronic records and signatures’ before clicking ‘CONTINUE’ within the DocuSign system.

By selecting the check-box next to ‘I agree to use electronic records and signatures’, you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify City of Ocala - Procurement & Contracting as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by City of Ocala - Procurement & Contracting during the course of your relationship with City of Ocala - Procurement & Contracting.