TERMS AND CONDITIONS

Student Engagement and Campus Life (the "Ticket Office")
Agrees to the following conditions and procedures:

SALES:

1. The Sponsor must request the services of the Ticket Office at least three (3) weeks prior to the event. The Contract must be completed and approved by Ticket Office management at least two (2) weeks prior to the event date.

2. Events occurring in a venue operated by Student Engagement and Campus Life that intends to sell tickets are required to use the Student Engagement and Campus Life Ticket Office unless written permission is granted to allow use of another provider by the Assistant Director of Operations. Events intending to sell tickets through door sales, even if only door sales, must also use the services of the Student Engagement and Campus Life Ticket Office.

3. Tickets for events will be available during normal Ticket Office hours (Monday through Friday from 12:00pm - 5:00 pm, subject to change). Online orders may be purchased 24 hours per day. Any exceptions must be submitted to the Ticket Office Management for approval.

4. During initial meeting with Ticket Office Management, the sponsor should discuss and decide the following: best method of ticket distribution (lottery, first-come-first served); limit on number each patron is allowed to purchase; any restrictions on who is allowed to purchase tickets; availability of Internet sales; request assistance with “door sales”; and whether patrons select seats versus next best available method.

5. Tickets will be sold for a maximum of two (2) weeks prior to the starting date of a performance or event unless prior arrangements are made with the Passport/Ticket Office Coordinator.

6. Telephone orders will only be accepted with approved credit card payment. Email orders are not accepted.

7. The Ticket Office will provide sales staff at the event (“door sales”) for an additional fee. This service must be requested three weeks prior to the event date. (Current fee structure in next section). If the sponsor requests “door sales”, the Ticket Office will provide the following: sufficient amount of preprinted tickets to sell on site, and provide the equipment needed.

8. The Sponsor is responsible for the following items associated with ticket sales at the door: provide ushers and ticket takers; and any police or security personnel. VTPD escort is required for all events held in Burruss and is the sole financial responsibility of and must be requested by the Sponsor.

9. Prior to ticket sales, the sponsor will furnish the Ticket Office with a list of patrons that are to receive complimentary tickets for the event. Samples of discount vouchers or coupons should also be provided at this time. Complimentary tickets have a set value at the lowest public tickets sales price for commission and printing/processing fees.

FEE STRUCTURE/CASH HANDLING & REPORTING:

1. Payment for tickets from patrons will be accepted in cash or check, MasterCard and/or VISA and Hokie Passport. Patrons may also use American Express cards when purchasing tickets on-line.

2. Upon request, the Passport/Ticket Office Coordinator will provide the sponsor with a report of ticket sales for the event.

3. Final Sales documentation will be provided within (10) ten business days for each event or performance. Exceptions to this policy must be approved with the Passport/Ticket Sales Coordinator.

4. The Ticket Office will make a deposit of all funds from sales into a single designated University account established by the Bursar’s and Controller’s Offices less commission, printing/processing fees, door sales (if applicable). A request for disbursement of all proceeds from tickets sales will be processed within five business days of the conclusion of the event or on the first day of the month. A transfer of funds could take as long as three weeks from conclusion of event. Deposits cannot be made prior to the show for any reason.

5. The Ticket Office will accept responsibility for any cash handling and/or ticket discrepancies and will investigate discrepancies according to University polices established by the Bursar’s Office.
6. The Ticket Office will handle refunds according to University policy 3600. In the event a performance is cancelled, the sponsor is responsible for the commission fee on sales and pays an additional $0.12 per ticket refund fee. The sponsor will have ultimate responsibility for determining whether refunds will be granted to patrons.

7. The Sponsor will pay the Ticket Office a commission equivalent to five percent (5%) of gross sales. If five percent (5%) of the total gross sales does not equal the designated minimum commission, the minimum commission will be charged.
   - Virginia Tech Student Organizations: $25.00
   - University Departments: $75.00
   - Non-University Affiliated Groups: $150.00

8. Each sponsor will be invoiced ($0.05) per ticket printed and/or processed through online sales.

9. If door sales are requested the Sponsor will pay for providing student labor and managerial support (three (3) Ticket Office Employees for a minimum of two (2) hours) for sales at the event outside of normal hours of operation:
   - Virginia Tech Student Organizations: $50.00
   - University Departments: $75.00
   - Non-University Affiliated Groups: $100.00
   - Each hour requested after the minimum two (2) hours will be charged at a flat rate of $25.00 per hour.

10. The Ticket Office will provide tickets to groups wishing to distribute tickets on their own (free events or events not occurring within Student Engagement and Campus Life venues). The Sponsor will pay the Ticket Office $0.10 per ticket printed and/or processed plus a minimum charge of:
    - Virginia Tech Student Organizations: $40.00
    - University Departments: $125.00
    - Non-University Affiliated Groups: $200.00
    - These services will be billed through the Event Planning Office.

11. Direct costs associated with “season” or “series” ticket orders (i.e. printing, postage, envelopes) are not included in the five percent (5%) commission. Sponsor must provide necessary supplies for “series” tickets.

ADVERTISING/PUBLIC RELATIONS:

1. The Ticket Office will maintain at least one (1) telephone number and/or one (1) email address so that patrons may call for tickets or event information.

2. Whenever possible, the Ticket Office will use its website (www.tickets.vt.edu), and a digital display to assist the sponsor with the marketing of their events.

3. Digital display submissions can be sent to squirestickets@vt.edu and must meet the following guidelines:
   - Files must be less than 5 MB
   - Allowed file types: png, gif, jpg, jpeg
   - Images must be 1920x1080 pixels or smaller
   - Submissions must include: date of event, time of event, location of event, name of event, name of sponsoring organization or department and, ticket prices

4. The Ticket Office will allow distribution of event-related literature provided by the event sponsor in accordance with University Policy 5215.

5. The Sponsor will notify the Ticket Office immediately upon knowledge of an event or performance cancellation. In such a case, the sponsor will be responsible for notifying customers utilizing methods of their choice.

6. The Sponsor will provide the Ticket Office with a copy of any correspondence concerning ticket sales as well as any posters or other advertising material suitable for posting prior to public distribution and ticket sales.

7. The Sponsor is responsible for responding to any patron complaints not arising from Ticket Office operations.
THE TICKET OFFICE RESERVES THE RIGHTS TO THE FOLLOWING CONDITIONS:

1. Refuse/discontinue sales and/or event cancelations if the sponsoring organization fails to comply with conditions as set forth and/or has overdue bills for previous services.

2. Sell advertising on the reverse side of the tickets to either a contracted vendor or an event Sponsor.

3. Season subscriptions are subject to a $4.00 transaction fee charged to the patron.