

Ticket Office

129 Squires Student Center (0138)
540.231.5615
squirestickets@vt.edu



STUDENT AFFAIRS
STUDENT ENGAGEMENT
AND CAMPUS LIFE
VIRGINIA TECH.

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TICKETING TERMS AND CONDITIONS

SALES:

- The Sponsor must request the services of the Student Engagement and Campus Life 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.**
- Events booked in venue operated by Student Engagement and Campus Life that intend to sell tickets are required to use the Student Engagement and Campus Life Ticket Office. 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.
- For events that are bringing a contracted artist (musician, comedian, speaker, etc.), no tickets will be sold until the Sponsor has a fully executed and signed contract with the artist and that contract has been emailed to the Ticket Office.
- 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 for approval.
- During initial meeting with Ticket Office, the sponsor should discuss and decide the following: best method of ticket distribution (lottery, first-come-first served); limit of tickets each patron is able to purchase; any restrictions on who is allowed to purchase tickets; availability of Internet sales; interest in door sales/ticket scanners; and whether patrons select seats versus next best available method.
- 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.
- Telephone orders will only be accepted with approved credit card payment. Email orders are not accepted.
- 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 staffing and the equipment necessary. No physical tickets will be sold and the door, only mobile/e-tickets. Credit cards and cash are accepted payment methods for door sales.
- VTPD escort is required for all events held in Burruss and is the sole financial responsibility of and must be requested by the Sponsor.
- 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.

TICKET SALES COMMISSION AND FEES:

- 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 below, the minimum commission will be charged:

AFFILIATION	CHARGE
VT Student Organization	\$25.00
University Department	\$75.00
Non-University Affiliated Group	\$150.0

- In addition to the commission listed above, the sponsor will be invoiced **\$0.05 per ticket printed and/or processed through online sales**.

DOOR SALES COMMISSION

- The Sponsor will pay for providing student labor and managerial support in addition to the ticket printing/commission (three (3) Ticket Office Employees for a minimum of two (2) hours) for sales at the event outside of normal hours of operation.

AFFILIATION	CHARGE
VT Student Organization	\$50.00
University Department	\$75.00
Non-University Affiliated Group	\$150.00
Each hour requested after the minimum two (2) hours will be charged at a flat rate of \$25.00 per hour.	

- Ticket Scanners can be added to your door sales packages for a flat fee of \$25.00 per event. Ticket Scanners cannot be rented for individual use. The Sponsor is responsible for providing volunteers for ticket scanning (up to 4 people) and any police or security personnel deemed necessary.

MISCELLANEOUS TICKETING FEES:

- 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 \$0.10 per ticket printed and/or processed online PLUS a minimum charge of:**

AFFILIATION	CHARGE
VT Student Organization	\$40.00
University Department	\$125.00
Non-University Affiliated Group	\$200.00

These services will be billed through Event Services.

- The Ticket Office will handle refunds according to [University Policy 3600](#) in the event a performance is cancelled. If the performance is canceled, the sponsor is still responsible for **the five (5%) percent commission fee on gross 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.

ADVERTISING/PUBLIC RELATIONS:

- Whenever possible, the Ticket Office will use its ticketing website (campuslife.universitytickets.com), and a digital display to assist the sponsor with the marketing of their events.
- 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 EXACTLY 1920x1080 pixels
 - Submissions must include: date of event, time of event, location of event, name of event, name of sponsoring organization or department and, ticket prices
- 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.
- The Sponsor is responsible for responding to any patron complaints not arising from Ticket Office operations.

CASH HANDLING & REPORTING:

- Payment for tickets from patrons will be accepted in cash or check, MasterCard, VISA and/or Discover and Hokie Passport for Box Office Sales. We can only accept cash, MasterCard, VISA and/or Discover for Door Sales. We do not accept American Express cards.
- Upon request, the Ticket Office will provide the sponsor with a report of ticket sales for the event.
- Final Sales documentation will be provided within (10) ten business days for each event or performance.
- 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 up to three weeks from conclusion of event. Deposits cannot be made prior to the show for any reason.
- The Ticket Office will accept responsibility for any cash handling and/or ticket discrepancies and will investigate according to University policies established by the Bursar's Office.

THE TICKET OFFICE RESERVES THE RIGHTS TO THE FOLLOWING CONDITIONS:

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