

PALM BEACH STATE COLLEGE - EISSEY CAMPUS THEATRE

TICKET OFFICE POLICIES FOR RENTERS

TICKETING OPTIONS:

Option 1: Purchase a set of computerized tickets from our Ticket Office and sell your own tickets

1. You may design the copy on the tickets. There are three lines of copy, each with approximately 20 capital characters including spaces. If you use lower case you can get more characters to a line.
2. A minimum of one week is needed to print tickets. Please keep this in mind when determining your ticket ON SALE date.
3. Printed tickets will be counted and signed for by the renter and the Ticket Office Supervisor when they are picked up.
4. The Eissey Campus Theatre will retain eight (8) tickets for each performance to be used as house seats. The location of these seats to be determined by the Ticket Office Supervisor.
5. The Eissey Campus Theatre will also retain six (6) tickets for each performance for Video recording if needed. The location of these seats to be determined by the Technical Director and the Ticket Office Supervisor.
6. The theatre will provide one ticket office attendant, at direct cost to the renter, to assist with selling tickets one hour before each performance in the lobby.

Renter must provide, day of performance:

At least one person to sell tickets and work with the theatre's ticket office attendant – preferably someone who has been involved with selling the tickets so they can answer questions from patrons. ***This person must be there one hour before curtain and remain at least until 15 minutes after curtain.***

- a) A \$100 bank in small bills to be used for change
- b) Tickets left to be sold and Will Call tickets
- c) A list of all the patrons who have purchased tickets for that performance

FEES:

TICKET PRINTING: \$35 per performance - Reserved or general admission

NOTE: ***We strongly suggest reserved seating for your patron's comfort.***

TICKET OFFICE PERSONNEL: \$12 - \$20 per hour/per person

General Guidelines for Eissey Campus Theatre **to sell your event tickets (Option 2 and 3)**

The following services are generally available year-round. Our ticket office hours, Mon-Fri 10 a.m. – 5 p.m. (closed Fridays in the summer) and phone number (561-207-5900) **must be on all ads and printed materials and on all phone recordings.** Current hours and phone number are subject to change with renter notification. Methods of payments accepted; cash, check, Visa, MasterCard, Discover or American Express must be on all ads and print material. Ticket office hours and phone number may not be published until Tickets on Sale Date listed on the Ticket Sales Agreement. Currently we do not offer online ticketing for our renters.

Copies of all ads and print materials must be given to the Ticket Office Supervisor before publishing

Option 2: Full House Single Ticket Sale Only Services (one-time events/no subscriptions)

1. Tickets on sale for a maximum of twelve (12) weeks prior to the performance.
2. Walk-up sales and phone orders taken. Tickets mailed up to 10 days before the performance
3. Weekly status report sent to the Renter
4. Settlement generally made within 15 business days of final performance. Monies owed for facility rental will be deducted from ticket sales collected.
5. No less than two (2) staff members for Night of Show Sales (\$12 - \$20 hour per person). Additional personnel added as deemed necessary by Ticket Office Supervisor depending on advance ticket sales and advertising.
6. Ticket Office will collect, maintain and give to renter the mailing list of all ticket buyers after show settlement. Customers will be placed on the mailing list at their request.

FEES (Full House Single Tickets):

1. \$750 per performance (maximum \$2000 for a run) – on sale for 12 weeks maximum
2. \$50 computer programming fee
3. Four percent (4%) of all credit card sales and 4% on all credit card refunds processed
4. The renter is responsible for any returned checks from their ticket buyer(s)
5. \$1.50 per order postage and handling fee
6. \$.05 per ticket – stock charge
7. Night of Show staff charged at \$12 - \$20 per hour/per person

Option 3: Allotment sales – up to 200 tickets at a time

1. Tickets on sale for a maximum of four (4) weeks prior to the performance.
2. Walk-up sales and phone orders taken. Tickets mailed up to 10 days before the performance.
3. Weekly status report sent to the Renter
4. Settlement generally within 15 business days of final performance. Monies owed for facility rental will be deducted from ticket sales collected.
5. Staffing and other needs for day of show sales will be determined by the Ticket Office Manager

FEES:

1. \$50 per week service fee
2. Four percent (4%) of all credit card sales and 4% on all credit card refunds processed
3. The renter is responsible for any returned checks from their ticket buyer(s).
4. \$1.50 per order postage and handling fee
5. Night of Show staff charged at \$12 - \$20 per hour/per person
6. Ticket Printing: \$35 per performance - Reserved or general admission

****All sales tax collection and reporting is the sole responsibility of the Contracting Organization.**

For more information about ticketing contact our Ticket Office Manager:
Lara Pollak at pollakl@palmbeachstate.edu or 561-207-5901

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