



TICKET OFFICE POLICIES & OPTIONS FOR RENTERS

Option 1: Purchase a set of printed 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 in mind when determining your ticket ON SALE date.
3. Printed tickets will be counted and signed for by the renter and the Box 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 Box 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 Box Office Supervisor.

Renter must provide, day of performance:

Its own personnel to sell tickets plus:

- a) A \$100 bank in small bills to be used for change
- b) Tickets left to be sold and Will Call tickets brought to the Theatre for distribution/additional selling

FEES:

TICKET PRINTING: \$75 per performance - Reserved or general admission

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

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, Monday-Friday 10:00 a.m. – 5:00 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 numbers 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 Ticket office hours and phone number may not be published until Tickets on Sale Date listed on the Ticket Sales Agreement. Tickets may be sold through our online ticketing service; inquire further if interested.

Copies of all ads and print materials must be given to the Box 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. Excess monies owed for facility rental above and beyond original contract minimums will be deducted from ticket sales collected.
5. Two (2) staff members for Night-of-Show Sales (\$25 hour per person). Additional personnel added as deemed necessary by Box Office Supervisor depending on advance ticket sales and advertising.
6. Box Office will collect, maintain and give to renter the mailing list of all ticket buyers after show settlement.

FEES (Full House Single Tickets):

1. \$900 per performance – on sale for 12 weeks maximum
2. Computer programming fee (included in #1)
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) at \$35 per
5. \$1.50 per order postage and handling fee
6. \$75 Ticket Stock fee per performance
7. Night of Show staff charged at \$25 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. Excess monies owed for facility rental above and beyond original contract minimums will be deducted from ticket sales collected.
5. Staffing and other needs for day of show sales will be determined by the Box Office Manager

FEES:

1. \$75 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 \$25 per hour/per person
6. Ticket Printing: \$75 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 Eissey Campus Theatres

Specialist: Stephanie Valcarcel at valcarcs@palmbeachstate.edu or

561-207-5905