

UUSA Ticket Office
University Unions & Student Activities
Virginia Tech

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UUSA Ticket Office Guidelines & Information

Ticket Office Services

- The sponsor must request the services of the Ticket Office at least four (4) weeks prior to the event. The contract must be completed and approved by Ticket Office Management at least three (3) weeks prior to the event. No tickets will be sold until agreement is complete and signed.
- Tickets for events are available over-the-counter and by phone during the normal Box Office Hours (Monday-Friday from 10:00a.m. - 4:00p.m.). Any exceptions must be submitted to the Ticket Office Manager. In addition, sponsors may request to have tickets sold online through the Ticket Office website (www.tickets.vt.edu) and Tickets.com
- 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 Ticket Office Management.
- Sponsor may request for the following options with Ticket Office Management: method of ticket distribution (lottery, first-come-first served); number of tickets purchased per person; who is allowed to purchase tickets on the first day of sales; and whether patrons select seats versus next best available
- The sponsor is responsible for the following items associated with ticket sales at the door the day of the event: personnel to collect tickets, security (forms are available in Event Planning Office – 221 Squires), and provide ushers unless prior arrangements have been made with Ticket Office Management.
- Prior to event, the sponsor should furnish the Ticket Office with a list of patrons that are to receive complimentary tickets for the event. Samples of discount coupons or vouchers should be provided at this time.
- The sponsor should have an authorized person pick up all unsold and/or reserved tickets by 4:00p.m. on the day of event (or prior to 4:15p.m. on the Friday before the event, if the event occurs on the weekend) from the Ticket Office.
- Prior to the start of ticket sales, all student and community organizations must provide the Ticket Office with a federal tax identification number. Groups wishing to obtain this number can contact the Student Organization Accounts Manager (325 Squires) for additional information.
- The event sponsor must 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 radio, email, website, newspaper, or other methods.

Financial/Cash Handling and Reporting

- The Ticket Office must deposit all funds from sales into a designated University account according to procedures established by the Bursar's Office.
- Transfer of funds to event sponsor could take up to three (3) weeks from the last day of ticket sales.
- Only cash, personal check, traveler's check, money order, Ticket Office Gift Certificate, MasterCard, VISA, and Hokie Passport will be accepted for payment of tickets purchased over the counter. However, American Express and Discover is accepted for online ticket orders through tickets.com.
- Upon request, Ticket Office Management will provide the sponsor with a daily report of ticket sales for the event.
- Final sales documentation will be provided within ten (10) business days of the conclusion of the sales for each event or performance. Ticket Office Management must approve exceptions to this policy.
- The Ticket Office charges a commission equivalent to five percent (5%) of gross sales handled by the Ticket Office (including the value of complimentary tickets) plus five cents (\$0.05) per ticket payable within thirty (30) days of the invoice date. A charge will be imposed if the total amount of commission does not meet a set minimum standard. For more information regarding the minimum charges, please contact Ticket Office Management. In the result of an event cancellation, the sponsor will be charged a service charge of ten cents (\$0.10) per ticket and a five percent (5%) commission on gross sales handled by the Ticket Office.
- Any direct cost associated with "season" or "series" ticket orders (i.e. printing or postage) are not included in five percent (5%) commission and will be billed separately to the sponsoring organizations.

-See Reverse-

Virginia Tech does not discriminate against employees, students, or applicants on the basis of race, color, sex, sexual orientation, disability, age, veteran status, national origin, religion, or political affiliation. Anyone having questions concerning discrimination should contact the Office for Equal Opportunity.



Advertising/Public Relations

- When marketing or advertising literature is supplied by the sponsor in a timely manner, the Ticket Office will assist in promoting events using one or more of the following media sources: www.tickets.vt.edu, event information line, or electronic message boards.
 - ① *Note: Due to a limited amount of space and resources, promotional assistance is only available for clients with tickets on sale through the Box Office.*
- If tickets are being sold for an event via the Ticket Office, staff will distribute event-related literature at no additional cost to the event sponsor.
- The sponsor should 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. (i.e. brochures or table cards)
- The event sponsor is responsible for responding to any patron complaints not arising from Ticket Office operations.

The Ticket Office reserves the right to:

- Refuse or discontinue sales if the sponsoring organization fails to comply with conditions as set forth and/or has overdue bills for previous services.
- Use thermal ticket stock with contracted vendor sponsorship (advertisement) on the reverse side.
- Impose a four-dollar (\$4.00) processing fee to each telephone order. Also, a two-dollar (\$2.00) per order fee and a variable per ticket fee are imposed on all online orders (please contact Ticket Office Management for more information regarding the variable per ticket fee). These costs are passed along to the ticket buyer.