

## **Ticket Office Services**

**Original Implementation:** May 6, 1985

**Last Revision:** February 1, 2022

The services of the SFA Ticket Office (Ticket Office) are primarily for the use of campus organizations and campus departments. Services may be offered to non-university groups if there is a benefit to the university. There may be a fee charged for services provided to non-university groups.

To request use of Ticket Office services, an official representative of the organization, department or group making the request must complete a Consignment Ticket Agreement. The Ticket Office manager will notify this representative if the request is approved and when tickets can be delivered for sale. The request for service must be made at least 24 hours prior to the time sales are requested to begin. Tickets should go on sale no earlier than three (3) weeks prior to an event.

Once tickets are delivered for sale, the number of tickets consigned must be verified and agreed upon by the group representative and the Ticket Office.

For general admission events, tickets must be consecutively numbered. For reserved seat events, tickets must be accompanied by a seating plan (chart). Prices must be printed on the face of the ticket.

The Ticket Office is responsible only for the number and type of tickets it accepts. Deposits will be made into a university account. Final accounting will take place within two (2) working days following the event. Payments for tickets sold for groups without university accounts will be made by university check no earlier than two weeks following the acceptance of the final accounting by an authorized representative of the group. A final Ticket Office statement will be provided to the official representative of the group upon request.

### **Refunds**

The Ticket Office sells tickets on a no refund and no exchange basis unless the event for which the ticket was purchased is cancelled. In the case of a cancellation, refunds processed by the Ticket Office will be only for those tickets originally sold or placed on consignment in other outlets by the Ticket Office. Tickets may not be refunded by consignment outlets.

**Cross Reference:** None

**Responsible for Implementation:** Director of Athletics

**Contact for Revision:** Ticket Office Manager

**Forms:** Consignment Ticket Agreement

**Board Committee Assignment:** Academic and Student Affairs Committee

**Revision History:**    October 29, 2018  
                              November 2, 2015  
                              October 22, 2012  
                              October 12, 2009