

STEPHEN F. AUSTIN

STATE UNIVERSITY

Office of the General Counsel

POLICY SUMMARY FORM

Policy Name: Ticket Office Services

Policy Number: 16.29

Is this policy new, being reviewed/revised, or deleted? Review/Revise

Date of last revision, if applicable: 11/2/2015

Unit(s) Responsible for Policy Implementation: Director of Athletics

Purpose of Policy (what does it do): Authorizes Ticket Office to sell tickets on behalf of organizations

Reason for the addition, revision, or deletion (check all that apply):

Scheduled Review Change in law Response to audit finding

Internal Review Other, please explain:

Please complete the appropriate section:

Specific rationale for new policy:

Specific rationale for each substantive revision: Minor changes.

Specific rationale for deletion of policy:

Additional Comments:

Reviewers:

Ryan Ivey, Athletic Director

Damon Derrick, General Counsel

Ticket Office Services

Original Implementation: May 6, 1985

Last Revision: ~~October 29, 2018~~ 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: ~~Vice President for University Affairs~~ *Director of Athletics*

Contact for Revision: ~~Director of Student Services/Director of Student Center~~ *Ticket Office Manager*

Forms: Consignment Ticket Agreement

Board Committee Assignment: Academic and Student Affairs