

Eastern Michigan University Ticket Office

Ticket Service Time-Line

Before your event is to go on sale:

- Fill out and sign the Ticket Office information sheet and set-up a time to meet with the ticket office staff to review your information. Call 734.487.2282 to set-up a meeting
- Bring Info Sheet / Financial Agreement & Contract / University Account Number and \$100.00 Staffing Fee to Meeting
- Supply the ticket text. You have up to 4 lines of text.
An example would be:

*The EMU Convocation Center
Presents
Chris Rock
With special guest Steve Harvey*

- Allow the Ticket office 48 hours to create a proof of your ticket. You will need to sign off on the ticket proof for the event to go on sale to the Public.
- Allow 24 hours for the event to be approved by the EMU ticket office and finalized in the ticketing system.

After the event has been approved by the EMU Ticket Office it will be on sale at all EMU ticket outlets and online at www.emutix.com

After the event is on sale:

Ticket Requests & Sales Reports : you may request complimentary tickets & sales reports by emailing either the Ticket Operations Manager (Ron Reid) ronald.reid@emich.edu, the Assistant Ticket Operations Manager (Brian Kantz) bkantz@emich.edu or Graduate Asst. (Rebecca Miller) rmille52@emich.edu. **No other** ticket office personnel can provide complimentary tickets or accurate sales information.

Day of the event:

Ticket Sales / Will Call: On the day of the event our staff (1-2 sellers, 2 ticket takers & 1 crew leader) will arrive 90 minutes prior to the start of the event and will bring the unclaimed will call to the venue.

You will need to provide all ushering, or any additional staff at the event unless you request additional personnel from the ticket office. All additional requests for staffing **MUST** be made at least 48 hrs prior to the event. Note there is a charge of \$10/hr for additional personnel (minimum 2.5 hrs.)

Post-Event:

Payment for Ticket Sales: Payment for ticket sales will only take place upon completion of the event. A transfer payment usually takes 3-4 weeks to process. You can request a final ticket sales report at the conclusion of the event. Student organizations need to provide a university account number for the transfer of income prior to their event going "on sale."

How you can help your Eastern Michigan University Ticket Office provide you quality service:

- Fill out application material completely and accurately.
- Use the Ticketing Timeline to be sure you are allowing the ticket office and yourself enough time before your event goes on sale to the public.
- Publish our Ticket Office phone number (734.487.2282)
- Publish our Ticket Office hours and 3 locations in all marketing and publicity material:

Convocation Center: Monday-Friday 10 am - 5pm

Quirk Theatre: Monday-Friday Noon – 5:30 pm

Student Center: Monday-Friday 1 pm – 9:00 pm

- Publish our Website www.emutix.com

What your Eastern Michigan University Ticket Office service will cost:

- A Staffing Fee of \$100.00
- A fee of \$1.00 per ticket sold
- A fee of \$1.00 per complimentary ticket (for more than 50 complimentary tickets)
- A charge to the organization of 4% of the total credit card sales to cover the bank charges.
- Over the phone sales are subject to a \$4.00 **per order fee** charged to the patron.
- Internet sales are subject to a **per ticket fee** based upon the price of ticket. See chart below:

<u>Ticket price</u>	<u>per ticket fee</u>	<u>per order fee</u>
Up to \$9.99	\$1.50	\$1.50
\$10.00-19.99	\$2.50	\$1.50
\$20.00-29.99	\$3.50	\$1.50
\$30.00-39.99	\$4.50	\$1.50
\$40.00-49.99	\$5.50	\$1.50
\$50.00 or more	\$6.50	\$1.50

* Costs subject to change - call for current rates.

Event cancellation – in case your event is cancelled please notify the Ticket Office immediately so that ticket sales may be discontinued at once. The EMU Ticket Office will contact all of your ticket buyers and arrange for a full refund of their ticket purchase. After an event is cancelled your organization is responsible for the following expenses:

1. \$50.00 cancellation fee
2. \$2 per ticket sold
3. 4% of all credit card transactions

These expenses will be subtracted from your \$100.00 staffing fee and the remaining balance will be returned to the organization through a transfer to the organizations University account.

1. **\$100.00 Staffing Fee** (due prior to the event going “on sale”)
2. **Standard per ticket charge:** \$1.00 per ticket is built into the price (deducted at settlement)
3. **Complimentary tickets:** \$1.00 per ticket after 50 comps (deducted at settlement)
4. **Credit card bank charge:** the organization will be charged 4% of the credit card gross sales.
5. **Liability for Payment**
The client assumes liability for Method of Payment:
 - Check - bounced, bad, etc.
 - Credit cards - fraudulent use, unsatisfied customer, etc. (_____) **Initial**
6. **Phone/ Processing Charge**
The patron will be charged \$4.00 per order received over the phone, or fax.
7. **Complimentary and Released Tickets (_____) initial**
These tickets may be used in any of the following ways:
 - *Guaranteed Comps:* Client requests a confirmed number of tickets to be held under a confirmed name; these tickets are then printed out by EMU Ticket Office and held at will-call. This comp is not revocable and the client incurs a service charge of \$1.00 per ticket after 50. *These comps are best used for VIP or other “must-have-seat” patrons.*
 - *Soft Comps:* Client supplies a comp list (via fax, email or in person) to the Ticket Office by a deadline of one hour prior to curtain. These patron’s comps are not pre-printed will-call tickets, but are walk-up tickets taken from the unsold portion of the house during the hour prior to curtain. Client is charged \$1.00 per ticket only for those patrons who claim their comp. *Soft comps are best used when a comp “no-show” is a possibility.*
8. **Refund and Exchange Policy**
EMU Ticket office policy is no cancellations, exchanges or refunds. However, clients may request special arrangements for unusual circumstances.
9. **Changes** - The client will be charged \$10 per change after the contract is signed (e.g. performance dates, ticket prices, time of show etc...)
10. **Cancellations Policy** - The client will be charged a \$50.00 cancellation fee, \$2 per ticket refunded & 4% of the credit card sales.
11. EMU Ticket office policy is that the settlement paperwork will be processed within 5 working days following the last performance of the week.
12. EMU Ticket Office has a policy of no monetary advances for clients.

Your signature below indicates that you have reviewed and agreed to the information and conditions contained in this agreement. Any changes to this agreement will have no force and affect unless they are contained in a written notification signed by both parties.

Client

Date

EMU Ticket Office Representative

Date

Please list the account to which you would like your transfer made: _____
Eastern Michigan University Ticket Office INFORMATION SHEET

Show Title: _____ Show Dates: _____

Venue: _____

PRODUCTION COMPANY INFORMATION

Producer/Production Company: _____

Liaison to EMU Ticket office: _____ Day Phone: _____

Address _____

Eve Phone: _____ Fax: _____ Email: _____

Will anyone other than the liaison be authorized to give comp requests or receive financial information?

Name: _____ Title: _____

PERFORMANCE INFORMATION

Performance Schedule:

Day: _____ Date: _____ Time: _____

Day: _____ Date: _____ Time: _____

Running time: _____ Intermission? Yes No

Brief summary of program: _____

Check all that apply:

- | | | | |
|---|----------------------------------|---|--|
| <input type="checkbox"/> musical | <input type="checkbox"/> comedy | <input type="checkbox"/> drama | <input type="checkbox"/> childrens |
| <input type="checkbox"/> musical review | <input type="checkbox"/> dance | <input type="checkbox"/> contemporary adult | <input type="checkbox"/> performance art |
| <input type="checkbox"/> Shakespeare | <input type="checkbox"/> concert | <input type="checkbox"/> solo performance | <input type="checkbox"/> classical |

Are there any special events (receptions, benefits, audience discussion?) Yes No

If so, describe: _____

of house/press seats per performance: _____ Locations: _____

Seating: General Admission Reserved Late seating policy: _____

Additional information for EMU Ticket Office (strobe lights, smoking, gunshots, nudity, mature themes)?

TICKET PRICES

Adult: _____

Senior: _____ (age requirement _____)

Student: _____ (Affiliation _____)

Child: _____ (age requirement _____)

Group: _____ (# making up a group _____)

Other discounts/coupons/specials: _____