

Ticketing Options and Procedures

The O'Shaughnessy offers three different options for ticketing events, detailed as follows:

1 – Etix Ticketing System: In choosing this option, The O'Shaughnessy Ticket Office Student Assistant employees will sell your tickets through Etix Ticketing System at our office and over the phone on Monday-Saturday from 12:00 p.m.- 5:00 p.m. (January and Summer hours may vary), and tickets will also be available 24/7 online at oshag.stkate.edu. Your event will be posted on our website, with a direct link to purchase tickets for patrons. The O'Shaughnessy will also provide ticketing staff during each performance for your event. Please see "Ticket Service Fees" for a detailed breakdown of each fee to the ticket buyer. You are by no means required to charge patrons for tickets, but you will be responsible for:

- \$125 Event-Set Up Fee
- \$14.50/hour/Ticket Office Student Assistant per performance
- \$150-\$200 Ticket Office Manager fee per performance, plus a possible \$16.50/per hour Assistant Ticket Manager fee
- 5% Commission on gross ticket sales (if charging admission)
- \$.50 per ticket printed for Subscribers, Consignment, Pre-print tickets, or excess complimentary tickets
- \$2.00/ticket Restoration Fee for Subscriber, Consignment or Pre-print tickets if not collected from the purchaser or by The O'Shaughnessy

Fees Assessed to the Ticket Buyer

- A \$2 Restoration Fee will be built into the price of **all** tickets.
- Orders taken over the phone will be assessed a \$5 handling fee. This fee is assessed per order rather than per ticket, i.e. the fee is \$5 regardless of the number of tickets purchased.
- Orders processed online will be assessed a per ticket convenience fee based on ticket price (see chart below).
- Orders taken in person (at door) are not charged any service fees, just the \$2 restoration fee.

ONLINE TICKET FEES

Ticket Price	Fee (per ticket)
\$0.00-\$9.99	\$2.50
\$10.00-\$19.99	\$3.50
\$20.00-\$29.99	\$4.25
\$30.00-\$39.99	\$4.75
\$40.00 & up	\$5.50

2 – General Admission Hard Tickets: In choosing this option, The O'Shaughnessy will either pre-print all of your tickets in house, or outsource the printing of your tickets to Quick Ticks International, or comparable service. When the tickets arrive at our office, we give them to your organization to distribute as you wish and to sell them day-of show. You may purchase tickets based on how many are located on the main floor, or full house, or a combination.

With this option, you will be responsible for all accounting, ticket distribution, and day-of-event sales. The O'Shaughnessy provides no ticketing, or marketing support online, in person, or by phone for this option.

You are not authorized to sell the tickets through any online outlet.

You will be responsible for:

- Providing The O'Shaughnessy Front-of-House staff with accurate ticket counts: weekly in the month before the event, and daily the week of the event.
- Payment for the printing and shipping of the tickets (\$200/\$300/\$400 depending on the quantity of tickets required). This amount will be included in the final invoice.
- A flat restoration fee of \$600 for Main Floor events, \$900 for Main Floor + Front Balcony and \$1200 for Full House events.

3 – Free/non-ticketed: In choosing this option, your organization agrees to not ticket the event; **no money from ticket sales will be collected by either organization, and no tickets will be printed by either organization.** We generally do not recommend this option, due to not knowing how many patrons will be in the audience and the inability to capture data. You will be responsible for:

- A flat restoration fee of \$600 for Main Floor events, \$900 for Main Floor + Front Balcony and \$1200 for Full House events.

Ticket Office Regulations and Policies:

- PLEASE NOTE: Due to Minnesota Revenue notice #03-14, tickets cannot be sold until a contract or Letter of Agreement signed by both parties is in place.
- Contact Information for The O'Shaughnessy Deputy Director: Ross Willits, rdwillits@stkate.edu; (651) 690-6759.
- All changes to your ticketing setup must be submitted at least 5 days in advance. ***Especially when adding discount ticket prices or special offers.
- Only one person should be in charge of ticketing issues in each organization. Multiple requests from various persons create serious ticketing issues.
- All ticket count requests, revenue requests, complimentary ticket requests, and guest list requests must be submitted to the Deputy Director by no later than 36 hours before performance. This will ensure that these most important customers and associates are taken care of well in advance of the show and therefore are taken care of with the best customer service possible
- House seats will be held by The O'Shaughnessy Ticket Office for use day of show. These seats are to forgo any trouble that may arise during the performance where patrons need to be resealed. These tickets will be opened for sale two hours prior to performance time if they are unused and the client will not be charged the printing cost if they are printed.
- Ten (10) wheelchair and ten (10) companion seats for patrons with mobility issues are located on the main floor—Row P Left and Right— and must be available at the lowest public ticket price. By state law, these seats must only be used by patrons in wheelchairs and not able-bodied patrons.
- Regardless of age, all patrons must have a ticket. St. Paul fire codes insist that we have a process for counting all persons in the auditorium. The client must notify the Ticket Office if parental guidance is suggested, or if children are to be admitted free. We generally do not recommend O'Shaughnessy programming for children under the age of 5 – even still, all children must have their own ticket in order to attend the show. We do not sell “lap seats.”
- Refunds or exchanges will be made at the discretion of The O'Shaughnessy Ticket Office Manager in conjunction with the client's wishes. Our stated public and written policy is “No Refunds and No Exchanges,” but we understand that emergencies and unforeseen circumstances may arise.
- The Client is accountable for any and all of their performance marketing materials. **All marketing materials must be authorized by the Deputy Director before distribution. To ensure accuracy, submit a draft of your marketing materials to the O'Shaughnessy in order to avoid mistakes.** Unless otherwise directed, the telephone numbers of O'Shaughnessy staff may **NOT** be printed in advertisement or public mailings.

Complimentary Ticket Regulations:

- Renter is entitled to **20 comps per performance for Main Floor events, not to exceed 50 per run; or, 50 comps per performance for Full House events, not to exceed 100 per run of show.** Additional comp requests may be negotiated, and the renter/artist will be charged \$0.50 extra/ticket in best available area.
- Please provide the Deputy Director with a number of seats, and their location you would like to have held for comp requests before tickets go on sale to the public.
- **It is your company's responsibility to determine who is eligible for your complimentary tickets, and to communicate the same to the ticket office.** Please select **ONE representative** from your company to communicate all advance complimentary ticket needs to the ticket office. This person may be different than your on-site representative the day of the show. **The O'Shaughnessy Ticket Office will refer any questions from artists or company members about complimentary tickets to this representative.**
- **All complimentary tickets must be requested in writing.** To request complimentary tickets for your artists, company members or others, **a form, provided by The O'Shaughnessy, must be completed and returned to the Ticket Office no later than noon the day prior to the opening of your event.** If your event runs more than one weekend, the subsequent weekend's complimentary ticket request form may be submitted no later than noon the day prior to that weekend's first performance.
- **Please note requests for accessible seating, or other seating needs on this form.** The Ticket Office will make every effort to honor seating requests as they are received. Seating change requests made at ticket pick-up will be honored if the requested seats are available.
- **All changes and/or additions to your complimentary ticket list must be communicated via updates to the form.**
- Last-minute requests made by artists, company members, or others at the ticket office in the hours leading up to a performance **will be referred to the company's representative on-site to determine their eligibility for tickets.** This representative may, at their discretion, approve or deny use of complimentary tickets, and is **the only person authorized to communicate the eligibility to the Ticket Office.**