

**PALM BEACH COMMUNITY COLLEGE  
EISSEY CAMPUS THEATRE  
TICKET OFFICE POLICIES FOR RENTERS**

The college is now able to provide some limited ticketing services to renters. There are three options available at this time:

**Option # 1** Purchase a set of computerized tickets from our Ticket Office and sell your own tickets

**Options # 2** Give the Ticket Office an allotment of tickets to sell (up to 200 tickets)

**Option # 3** Have the Ticket Office to sell all of the tickets for a particular one-time event.

**Option # 1**

**Purchase a set of computerized tickets from our Ticket Office and sell your own tickets**

1. Design the copy on the tickets. There are three lines of copy, each with approximately 20 capital characters including spaces. If you use lower case you can get more characters to a line.
2. A minimum of one week is needed to print tickets. Please keep this in mind when deciding your ticket ON SALE date.
3. Printed tickets will be counted and signed for by the renter and the Box Office Supervisor when they are picked up.
4. The Eissey Campus Theatre will retain eight (8) tickets for each performance to be used as house seats. The location of these seats to be determined by the Box Office Manager.
5. The Eissey Campus Theatre will also retain six (6) tickets for each performance for Video recording if needed. The location of these seats to be determined by the Technical Director and the Ticket Office Manager.
6. The theatre will provide one box office attendant, at direct cost to the renter, to sell tickets, on behalf of the renter, one hour before performance in the lobby.

**Renter must provide, day of performance:**

One person to work with the theatre's box office attendant – preferably someone who has been involved with selling the tickets so they can answer questions from patrons. ***This person must be there one hour before curtain and remain until 15 minutes after curtain. If they leave early they must leave tickets and money with the theatre's box office attendant so they can sell tickets...if they do not leave the tickets and money late patrons will be admitted free of charge.***

- b) A \$100 bank in small bills to be used for change
- c) Tickets left to be sold
- d) A list of all the patrons who have purchased tickets for that performance

**Lobby Selling Procedures:** The renter may sell tickets in the lobby of the theatre for up to two weeks before their event under the following conditions:

- a) The renter provides the personnel to sell the tickets along with the tickets, bank, etc.
- b) Hours of sale must fall within Mon- Fri 11 a.m. – 4 p.m.
- c) Management must be informed prior to selling to OK lobby location. In the event of another performance going on sales may be suspended for that particular day.

**FEES:**

**TICKET PRINTING:** \$25 per performance - Reserved or general admission

NOTE: ***We strongly suggest reserved seating for your patron's comfort.***

**BOX OFFICE PERSONNEL:** \$12 per hour/per person

**General Guidelines for Eissey Campus Theatre to sell Event tickets.**

The following services are generally available from October through April. Our box office hours, Mon-Fri 11a.m. – 4 p.m. and phone number (561-207-5900) **must be on all ads and printed materials and on all phone recordings.** Current hours and phone number are subject to change with renter notification. Methods of payments accepted; cash, check, Visa or MasterCard must be on all ads and print material. Box office hours and phone number may not be published until Tickets on Sale Date listed below.

\*\*\*\* **Copies of all ads and print materials must be given to the Box Office Supervisor before tickets go on sale.**

**Option #2 Allotment sales – up to 200 tickets at a time**

1. Tickets on sale for a maximum of four (4) weeks prior to the performance. There are no exchanges and no refunds on sales.
2. Walk-up sales and phone orders taken. Phone orders will be held at Will Call only – no tickets will be mailed.
3. Weekly status report sent to the Renter

4. Settlement generally within 10 business days of final performance. Monies owed for facility rental will be deducted from ticket sales collected.
5. No less than two (2) staff members for Night of Show Sales (\$12/hour per person). Additional personnel added as deemed necessary by PBCC Box Office Supervisor depending on advance ticket sales and advertising.

**Renter must provide, day of performance:**

One person to work with the theatre's box office attendant – preferably someone who has been involved with selling the tickets so they can answer questions from patrons. ***This person must be there one hour before curtain and remain until 15 minutes after curtain. If they leave early they must leave tickets and money with the theatre's box office attendant so they can sell tickets...if they do not leave the tickets and money late patrons will be admitted free of charge.***

- b) A \$100 bank in small bills to be used for change
- c) Tickets left to be sold
- d) A list of all the patrons who have purchased tickets for that performance

**FEES:**

1. \$50 per week service fee
2. Four percent (4%) of all credit card sales and 4% on all credit card refunds processed
3. \$1.00 per ticket service fee for any tickets priced over \$25.00
4. Night of Show staff charged at \$12 per hour/per person
5. Ticket Printing: \$25 per performance - Reserved or general admission

**\*\*All sales tax collection and reporting is the sole responsibility of the Contracting Organization.**

**Option #3 Full House Single Ticket Sale Only Services (one time events/no subscriptions)**

1. Tickets on sale for a maximum of twelve (12) weeks prior to the performance. Sales begin after rental contract is signed. There are no exchanges and no refunds on sales.
2. Walk-up sales and phone orders taken. Tickets mailed up to 10 days before the performance
3. Weekly status report sent to the Renter
4. Settlement generally made within 10 business days of final performance. Monies owed for facility rental will be deducted from ticket sales collected.
5. No less than two (2) staff members for Night of Show Sales (\$12/hour per person). Additional personnel added as deemed necessary by PBCC Box Office Supervisor depending on advance ticket sales and advertising.
6. Box Office will collect, maintain and give to renter the mailing list of all ticket buyers after show settlement. Customers will be placed on the mailing list at their request.

**FEES:**

1. \$750 per performance (maximum \$2000 for a run) – on sale for 12 weeks maximum
2. \$50 computer programming fee
3. Four percent (4%) of all credit card sales
4. \$1.50 per order postage and handling fee
5. \$.05 per ticket – stock charge
6. Night of Show staff charged at \$12 per hour/per person

**\*\*All sales tax collection and reporting is the sole responsibility of the Contracting Organization.**