Delaware State University Procedure

Title: **Non-Athletic Ticketing Policy for Delaware State University**	Administrative Council approval date:
Related Policies and Procedures: Ethics Policy, DSU Ticket Reconciliation, Event Notification	

Purpose:

The purpose of the ticket office is to provide a convenient, controlled and monitored means for University Organizations and Groups to sell tickets for events that are on campus. Organizations will no longer have to go to outside companies to get tickets for their events. This does not include the reselling of previously purchased tickets for an event off campus.

Events:

The ticket office must be notified at least 2 weeks prior to the event date.
Notification must include the following:

1. Event Name
2. Event Date
3. Event Location
4. Event Start time
5. Ticket Prices
6. Organization Name and Fund #

All event notifications must be in writing and approved by the Faculty Advisor and the Ticket Manager or the Associate Athletic Director for Marketing. Once notification of an event is received, tickets will be available for sale no later than the next business day. Multiple events may be on sale at the same time so the above information is extremely important in regards to depositing the funds into the correct account.

Tickets:

Tickets will be custom printed by the University ticket office for every event with the information from the above Event Notification. The tickets will be available for purchase in the Ticket Office (currently Grossley Hall RM 109) and the Cashiers office. The Cashier is open from 9 am – 4 pm daily for advance sales. Evening hours are available upon request to the Ticket Manager prior to the on sale date of the selected event. Tickets may also be purchased via phone with a credit card and on-line (when it becomes available). Ticket sales the day of the event will be done at the event location starting 3 hours before the event, by either the Ticket Manager or Faculty Advisor. The ticket office is available to assist event organizers when deciding on ticket prices for events.

If ticket blocks are given to advisors for sale or promo, a ticket reconciliation is required to be prepared and reconciled by the advisor within 2 business days of the events finale and approved by the Ticket Manager. A block strictly for promo does not need a ticket reconciliation.

Lost Tickets:
The University Ticket Office is not responsible for lost, destroyed or stolen tickets. No refunds or exchanges are available.

Associated Costs:
All organizations will be charged five (5) dollars for every one hundred (100) tickets printed ($0.05 per ticket). If an additional ticket seller is required, based on expected volume, the event organization or group will be charged the hourly rate for that seller.

Prohibitions:
Prohibitions are the following:

- Using a vendor other than the Ticket Manager to print monetary tickets unless specific written approval is given by the Ticket Manager or the Associate Athletic Director for Marketing.
- Holding ticketed events without the consent of the Ticket Manager.
- Using students or unauthorized staff to handle cash in any manner.
- Incomplete ticket reconciliations within 2 business days of an events finale.
- Any form of behavior considered unethical before the DSU judicial committee.

Non-compliance violations:
All organizations or groups wishing to hold events on campus are required to adhere to the ticketing policy. In the event of non-compliance, the following action(s) will be taken:

- 1st offense – 30 days with no approved ticketed events
- 2nd offense – 90 days with no approved ticketed events
- 3rd offense - 365 days with no approved ticketed events

Each non-compliance violation is considered a separate offense. Non-compliance violations suspend joint ventures.

Ticket Manager Responsibilities:
- The ticket manager has the ultimate responsibility of reconciling daily cash collections to the daily sales report.
- A cash drawer of $250 has been established and recorded to the ticket manager.
- The ticket manager and each user under the ticket manager will establish a cash drawer (amount determined by the ticket manager) for each session of use. The ticket manager will count the beginning cash and the user will verify. At the end of the user session, the user will count the drawer's cash and the ticket manager

will verify. Each user and verifier will initial the sales by user report for agreement and verification.

- The University cashier will verify the ticket manager's total cash.
- Funds for the event will be placed in the Fund # provided in the Event Notification
- **Never** is there to be more than one user in a cash drawer at a time.
- **Never** is there to be unauthorized personnel counting or verifying cash.
- The daily sales report must reconcile to the cash submitted to the University cashier. Any discrepancies should be documented, initialed and described if possible. Any cash over/short will be recorded as such.

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I have read and accept the procedures set forth above. I accept full fiduciary responsibility for my actions representing the student organization for which I am accountable to.

_____   _____

Signature, Title   Date

_____

Printed Name

_____   _____

Student Signature   Date

_____

Printed Name