



### **General Ticketing Options and Procedures:**

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

**1 – Vendini Ticketing System:** In choosing this option, The O'Shaughnessy Ticket Office Student Assistant employees will sell your tickets through Vendini Ticketing System at our office and over the phone on Monday-Saturday from 12:00 p.m.-6:00 p.m. (summer hours may vary), and tickets will also be available 24/7 online at [oshag.stkate.edu](http://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 the attached page "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 per event
- \$12/hour/Ticket Office Student Assistant per performance
- \$150-\$200 Ticket Office Manager fee per performance, plus a possible \$15/per hour Assistant Ticket Manager fee
- 5% Commission on gross ticket sales (if charging admission)
- At the discretion of the director, charging for the printing of tickets at \$0.05/ticket (for large, non-ticketed events, generally)

**2 – Quick Tick International:** In choosing this option, The O'Shaughnessy will outsource the printing of your tickets to Quick Tick International, a company out of Houston, Texas. You will be able to print whatever information you'd like on the tickets, including your group's logo. When the tickets arrive at our office, we give them to your organization to distribute as you wish and sell them day-of. You may purchase tickets based on how many are located on the main floor, or full house, or a combination. If information is available, your event will be posted on our website, with information on how to contact your organization to purchase the tickets. Please note that twelve (12) tickets should be made available as complimentary to The O'Shaughnessy, upon request. 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 (usually about \$200-\$400, depending on number of tickets; the money taken in from ticket sales can usually cover this, other clients have told us)
- A flat restoration fee of \$600 for main floor events 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 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 Interim Ticket Office Manager: Ross Willits, [rdwillits@stkate.edu](mailto: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 Ticket Office Manager by **no later than 24 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. If complimentary ticket requests are made after the 24 hour deadline, patrons will be comped from best available inventory.
- 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 if they are unused and the client will not be charged the printing cost if they are printed.
- Eight tickets may be reserved (see contract) at no cost to St. Catherine University for use by the Sisters of St. Joseph of Carondelet.
- Wheelchair and companion seats for patrons with mobility issues are located on the main floor, 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 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; limited exchanges up to 24 hours prior to performance," 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 reviewed by the Ticket Office Manager or 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:**

- PLEASE REFER TO YOUR CONTRACT FOR COMPLIMENTARY TICKET RESTRICTIONS.
- Please provide the Ticket Office Manager with a number of seats you would like to have held for comp requests in advance of the shows on sale date. For rental events, renter/artist is entitled to 25 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 \$1 extra/ticket in best available area.
- Please provide the Ticket Office Manager the names of those within your organization who are authorized to request comp tickets – **we suggest this be only one person.**
- We ask that all complimentary tickets must be requested **in writing**. If you are requesting complimentary tickets the week of your show, we request they be submitted at least 24 hours before the show. Holds for complimentary tickets will be released at this time. Please email them to the Ticket Office Manager at [rdwillits@stkate.edu](mailto:rdwillits@stkate.edu). Your written complimentary ticket list will be given to the Ticket Office Manager or Assistant Manager the night of show for reference. Anyone NOT on that list will NOT receive complimentary tickets.
- Complimentary ticket requests made after the 24 hour deadline will be filled from the best available inventory.
- Ticket Office Student Assistant employees are NOT authorized to fill complimentary requests; all complimentary ticket requests must go through the Ticket Office Manager or Assistant Ticket Manager.
- PLEASE INCLUDE THE FOLLOWING INFORMATION ON YOUR COMP REQUEST:
  - Name of complimentary ticket recipient
  - Exact number of complimentary tickets recipient should receive
  - Date and time of show(s) recipient will be receiving complimentary ticket(s) for
- **For any complimentary tickets that will be part of radio or social media giveaway**, the following information must be provided to the Ticket Office Manager regarding the winning patrons:
  - Patron's name, first and last
  - Number of tickets won
  - Patron's home or cell phone number
  - Patron's email address

### **Gift Certificate Policies and Fees**

- All issued gift certificates for a performance with ticketing run through Vendini must come through The O'Shaughnessy Ticket Office. A template is provided for the design of said certificates.
- The Ticket Office Manager must have all pertinent information regarding the performance, certificates, and redemption of certificates before designing and issuing said certificates.
- All certificates will be numbered for and according to the Ticket Office Manager's records.
- Artist/Renter must communicate a time frame for distribution of certificates to the Ticket Office Manager.
- Certificates will be identified in Vendini Ticketing System as payment method "complimentary." The Ticket Office Manager will keep track of each sale from a certificate and the associated fees that apply.

**Ticket Service Fees With Vendini Ticketing System**

**Fees Assessed to the Rental Client**

- \$125.00 Event Set-up Fee per event
- \$12/hour/Ticket Office Staff Member per Performance
- \$130-\$150 Ticket Office Manager fee per performance, plus a possible \$15/per hour Assistant Ticket Manager fee
- 5% Commission on gross ticket sales
- See event estimate for other fees, assessed as needed

**Fees Assessed to the Ticket Buyer**

- A \$2 Restoration Fee has been 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.

<b>Ticket Price</b>	<b>Fee (per ticket)</b>
\$0.00-\$9.99	\$2.50
\$10.00-\$19.99	\$4.00
\$20.00-\$29.99	\$4.50
\$30.00-\$39.99	\$5.50
\$40.00 & up	\$6.50