

## Ticketing Options and Procedures

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

### 1 –Online Ticketing (ETIX):

In choosing this option, your tickets will 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 for patrons to purchase tickets. The O'Shaughnessy Ticket Office will sell your tickets through Etix at our office and over the phone, and the O'Shaughnessy will also provide ticketing staff during each performance of your event.

#### Fees Assessed to the Client

- \$125 Event-Set Up Fee
- 5% Commission on gross ticket sales (if charging admission) (not applicable to COHORT members)
- \$2.00/ticket Restoration Fee per ticket – included in face value of ticket (not applicable to COHORT members)
- \$150-\$250 Ticket Office Manager fee per performance
- \$17.00/per hour Assistant Ticket Manager fee (at O'Shaughnessy discretion)
- \$15.00/hour/Ticket Office Assistant per performance

#### Fees Assessed to the Ticket Buyer

- A \$2 Restoration Fee will be built into the price of **all** tickets.
- Orders processed online will be assessed a \$2.75 per ticket convenience fee
- Orders taken in person (at door) are not charged any service fees, just the \$2 restoration fee.
- Orders processed by credit card will be subject to a 3% credit card processing fee

### 2 – Free/non-ticketed:

This option is subject to the approval of the Executive Director of the O'Shaughnessy. **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, but for events such as Commencements, student dance recitals, etc. it may be an appropriate option.

#### Fees Assessed to the Client

- 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 Ticket Office: [oshaughnessy@stkate.edu](mailto:oshaughnessy@stkate.edu), 651.690.6700
- Only one person should be in charge of ticketing issues in each organization. Multiple requests from various persons create serious ticketing issues for your patrons.
- The [Ticketing Setup Form](#) must be submitted no less than 5 business days prior to your first scheduled on-sale date. Any price changes, discounts or promotions added after tickets are on sale also require 5 business days to prepare.
- Regardless of age, all patrons must have a ticket. St. Paul fire codes dictate 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 under a certain age are to be admitted free. We generally do not recommend O'Shaughnessy programming for children under the age of 5. All children must have their own ticket in order to attend the show. We do not sell "lap seats."
- 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 will be available at the lowest public ticket price. By state law, these seats must only be used by patrons in wheelchairs or with comparable mobility issues, and not able-bodied patrons.
- 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 may be released for sale as necessary as the start-time of the event approaches.
- 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 O'Shaughnessy 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, subject to availability.**
- **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.**
- **To request complimentary tickets for your artists, company members or others, please email [oshaughnessy@stkate.edu](mailto:oshaughnessy@stkate.edu) and ask for a comp ticket request form. Form must be completed and returned to the Ticket Office 72 hours prior to your event.**
- **Please note requests for accessible seating, or other seating needs on the Comp Ticket 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.**