

# Utah Tech University Policy

## 447: Centralized Event Ticketing



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### I. Purpose

- 1.1 The purpose of this policy is to provide quality control and consistency across Utah Tech University ("the University") as to how ticketed events at University venues are purchased, distributed, managed, and reported when used by the internal and external University community, to provide greater assurance that only authorized individuals are gaining access to venues and suites, and to comply with federal tax laws, fire code, NCAA regulations, and other regulatory requirements.

### II. Scope

- 2.1 This policy applies to all events or activities held at University venues for which ticket admission is required or applied for attendance by university colleges, departments, sponsorships, partnerships and all external public or commercial events. Ticket accountability reporting is required for all events in all University venues.

### III. Definitions

- 3.1 **Complimentary Ticket:** Tickets or passes which are provided to University patrons at no cost, even though the ticket or pass may have a value. Generally, these are controlled by the Ticket Office venue conducting the event, and in certain cases, may be part of the agreement with an outside contracted artist, promoter, or sponsor.
- 3.2 **Event:** Any University, student, community, public, or commercial event, activity, athletic competition, student government function, performance, conference, seminar, cultural art display, music recital, concert, dance recital, theatre production, etc. at University venues, facilities, or properties.

- 3.3 ***Purchased Tickets:*** Tickets or passes sold to a patron by the Ticket Office.
- 3.4 ***Internal University Community:*** University colleges, departments, sponsorships, or partnerships.
- 3.5 ***External University Community:*** General public, surrounding community, and commercial entities.
- 3.6 ***Event Merchandise:*** The sale or solicitation of any products, goods, or services to an event consumer on any University property.
- 3.7 ***Will Call:*** The previously agreed upon and/or understood method of holding an event ticket to be picked up at the ticket box office for an event.
- 3.8 ***Child:*** For this policy only, a child is defined as under the age of three.

#### IV. Policy

##### 4.1 Ticket Sales

- 4.1.1 All ticketed events scheduled at Utah Tech University venues and facilities, including but not limited to all ticketed University colleges, departments, sponsorships, partnerships, and all external community, public, or commercial events must use the University centralized ticketing system through the Event Services Ticket Office.
- 4.1.2 It is unlawful to reproduce or duplicate a University ticket in any form other than a ticket holder printing a single copy of a print-at-home or electronic ticket. Discrepancies will be settled by the Ticket Office, University House Management representatives, University Police, and/or security assistance.
- 4.1.3 A ticket holder automatically grants permission for his or her image or likeness to be used in connection with any live or recorded transmission or reproduction of an event for any purpose.
- 4.1.4 The Ticket Office may not sell, resell, or distribute tickets not issued by that office.
- 4.1.5 The Ticket Office reserves the right to sell ticket or advertising space on their tickets, offices, or marquis.
- 4.1.6 All sales are final. There are no refunds, exchanges, or cancellations on tickets ordered through the Ticket Office unless the University is

unable to fill your order or revokes the license represented by your ticket(s). Refunds will not be issued due to a time or date change.

## 4.2 Refunds

4.2.1 If an event is cancelled, the ticket price and surcharge may be eligible for refund for up to 30 days after the scheduled date of the event. A ticket surcharge paid with complimentary tickets is not eligible for a refund.

4.2.2 No refunds for single events included in season tickets or passes will be issued.

## 4.3 Exchanges

4.3.1 Exchanges, substitutions, or returns of tickets purchased for any University event will be allowed insofar as there are multiple scheduled performances, seats are available, and an exchange fee is paid. Tickets can be exchanged for similar or lower grade tickets during regular box office hours. If a ticket holder wishes to exchange for available higher-priced seats, the difference in ticket price will be assessed in addition to the exchange fees. Complimentary tickets cannot be exchanged.

4.3.2 Exchanges of tickets purchased for events held by University lessees will be allowed under the policy listed above if there are multiple performances of the same event and if such exchanges are authorized in the lease and/or ticketing agreement.

## 4.4 Lost, Destroyed, or Stolen Tickets

4.4.1 Lost, destroyed, or stolen tickets can be reprinted for a charge. If reprinted, the original ticket will no longer be valid. Only the ticket holder of record may request a reprint. The photo ID of the season ticket holder of record is required at the time of the reprinted ticket being issued. The University reserves the right to refuse this service to anyone that is found abusing this policy.

## 4.5 Limited License

4.5.1 A ticket is a revocable license. Admission may be refused for any reason and the ticket price may be refunded, less any surcharges. In addition, the University and lessees reserve the right to terminate that license and eject without refund any individual whose conduct is disorderly, vulgar, or abusive; who fails to comply with University

policies; who uses or attempts to use a ticket in a fraudulent manner; or who is in violation of applicable laws and regulations.

#### 4.6 Ownership of Seat Locations

4.6.1 The University owns and controls all rights to the seat locations at all venues. Purchasers of season tickets receive a license, in the form of the ticket, to use the seat location for each of the designated events. The University may revoke the license at any time, with or without cause, upon refunding the prorated portion of the actual purchase price. The license is granted on an event-to-event basis, and is subject to all rules, regulations and policies relating to events as established by the University.

#### 4.7 Accessible Seating

4.7.1 All University venues have reasonable but limited accessible seating. Those needing to make accessible seating requests may do so by contacting the Ticket Office as soon as possible prior to the day of the event. Accessible seating requests are filled on a first-come, first-serve basis.

#### 4.8 Seats/Children-Lap Seat

4.8.1 General admission seats are of a first-come, first-serve basis. University venues do not support seat saving. Children under the age of three (3) do not need a ticket to enter events, but they must sit on the lap of a ticketed patron.

#### 4.9 Will-Call

4.9.1 Photo ID is required to pick up tickets at will-call. Only the previously identified person may pick up the ticket(s). No third party will-call is accepted.

#### 4.10 Merchandise

4.10.1 Event Services reserves the right to sell and negotiate a rate or percentage for event merchandise space and sales.

#### 4.11 Inclement Weather

4.11.1 In rare instances when an event is canceled due to weather, an announcement will be made and a reasonable effort for ticket reconciliation will be attempted. However, ticket refunds may not be given.

#### 4.12 Assumption of Risk/Release of Liability

4.12.1 Any person using a ticket voluntarily assumes all risk and danger of personal injury and all hazards arising from, or related in any way to, the event, whether occurring prior to, during or after the event, howsoever caused and or otherwise. Any person using a ticket agrees that neither the University, nor their respective affiliates, employees, agents, or owners are liable for any injuries from such causes.

#### 4.13 Exception and Appeal

4.13.1 Any exception to this policy must have prior written approval from the Central Ticket Office Manager.

4.13.2 If denied, an appeal may be made to the Event Services Director.

### V. References

- 5.1 University Policy 150: Minors and Vulnerable Adults on University Premises
- 5.2 University Policy 241: Dining Services
- 5.3 University Policy 421: University Premises Parking and Transposition
- 5.4 University Policy 441 Central Scheduling of University Facilities and Events
- 5.5 Utah State Board of Higher Education Policy R255 Scheduling and Authorizing
- 5.6 Utah State Board of Higher Education Policy R555 Providing Facilities, Goods and Services in Competition with Private Enterprise
- 5.7 Utah State Board of Higher Education Policy R751 Capital Facilities Space Scheduling and Assignment

### VI. Procedures

6.1 See the Utah Tech University Ticket Office website.

### VII. Addenda – N/A

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Policy Owner: Vice President of Administrative Affairs

Policy Steward: Assistant to the Vice President for Ticketing and Production, Ticket Office Manger

History:

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