



46.009: Ticket Sales for Scheduled University Events

Responsible Executive: Vice President for Finance and Business
Responsible Office: Auxiliary Enterprises and Services
Related Policy:
Approved-On Date: June 10, 1997
Effective Date: June 10, 1997
Revision Date:

Policy Statement

Access to university paid events shall be restricted to ticket holders.

Purpose

This statement sets forth the University's policy and procedures for selling tickets for all events sponsored on the campus of Norfolk State University. This policy and these procedures apply to all events sponsored here on the campus of Norfolk State University where an admission fee is charged.

Procedures

Campus Ticket Sales

Tickets for all paid campus events shall be issued through the contracted ticketing system.

1. Event dates shall be programmed through the ticketing system.
2. Tickets shall be computer generated and sold through our campus box office.
3. Tickets shall be consigned upon request to campus vice presidents, parties to execute contracts with the university or visiting schools for athletic events. Financial settlement shall be prepared after all monies and unused tickets are returned to the ticket office.
4. Roll tickets shall be utilized at game time if the ticketing system is down.
5. Tickets shall be sold on a first come, first serve basis.
6. The office shall be manned around the clock by campus police.
7. Only authorized personnel shall be allowed in the facility, e.g. police officers on duty, university vice presidents, athletic officers, Auxiliary Administration officials. Ticket sales shall be conducted at the window location.
8. Tickets shall be sold by the ticket sellers at the designated entrances for each event.

9. Ticket sales shall be tabulated on ticket sales reports and submitted to the supervisor at the end of the event for reconciliation.
10. All ticket sales reports shall be tabulated, reconciled, packaged in designated bank deposit bags immediately after each event for bank deposit to be picked up by armored truck the next business day.

Telephone and Internet Sales

Tickets for events may be purchased via ticket office telephone, call center telephone, and/or internet at designated times and dates.

1. Patrons may purchase tickets via telephone and/or internet. These sales are paid in advance by credit card. The ticket is then pulled by the ticket seller and placed in an envelope for patron pick-up at designated "Will-Call" pick up area.

Ticket Prices

Ticket prices shall be determined by the sponsor of the event.

Ticket Sales at Off-Campus Locations

1. Tickets shall be sold at various off-campus locations.
2. Tickets shall be consigned to businesses for sale to the general public for specified events.
3. Tickets being sold off-campus (e.g. Harbor Park) will be issued to ticket sellers, along with a change fund for making change.
4. One police officer or security guard shall be assigned at each off-campus location.
5. Communication devices such as cellular telephone or walkie-talkies shall be utilized to communicate with workers in the vicinity of the stadium and at off-campus locations.