



## 46.011: Special Event Ticket Refund

**Responsible Executive:** Vice President for Finance and Business  
**Responsible Office:** Auxiliary Enterprises and Services  
**Related Policy:**  
**Approved-On Date:** March 16, 1995  
**Effective Date:** March 16, 1995  
**Revision Date:**

### Policy Statement

Special event ticket holders shall be entitled to a refund if the event is cancelled by the University or Sponsor.

### Purpose

This statement establishes the appropriate guideline for refunding the cost of tickets to ticket purchasers for University sponsored paid events.

### Procedures

1. The sale of tickets shall be discontinued promptly and all funds properly secured.
2. No refunds shall be made at the gate or Ticket Office from funds collected at the gate.
3. Ticket purchasers shall be advised (possibly through radio announcements) as to the date, place and time when refunds are to be made.
4. Auxiliary Administration shall initiate a check request from the Office of Accounts Payable for the scheduled refund.
5. All funds remaining after the refund process shall be deposited intact, no later than the next business day, after the last day for issuing the refunds. A refund shall be made by a University representative upon receipt of the appropriate ticket stub from the holder. The refund shall be made within three (3) business days or as recommended by the event promoter and approved by the University.
6. Total refunds issued by the University representative shall be reconciled against the total value of all tickets received on a cash settlement sheet and verified by a supervisor or another University representative other than the one who issued the refunds.

### Other Refunds

All other ticket refunds should be approved by the Auxiliary Director.

1. The Ticket Office Manager should obtain the name, address, and telephone number of the customer requesting the refund.
2. The Ticket Office Manager should inform the Director of the reason the refund is being requested.
3. After approval is obtained, a revenue refund request or check request is processed and then mailed to the customer.