

Central Box Office

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Dated:	November 1, 1994
Signature/Position	Vice-President Finance and Administration

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SUBJECT

Central Box Office

GENERAL

The Central Box Office of the University was established on campus primarily as a resource for the handling and sale of tickets for the many University and Student organized events, concerts, plays and various community events which are considered to be of importance to the University.

The Central Box Office is presently administered and funded by the College of Arts and is the responsibility of the Concert Manager.

SCOPE

The Central Box Office and certain box office locations on campus which are under the supervision of the Central Box Office Manager.

POLICY

1. Priorities and Use of Box Office Facilities

- 1.1. The first priority in the use of the Central Box Office facilities is for programmes sponsored by University departments and organizations, including accredited student organizations.
- 1.2. The Central Box Office facilities may also be made available to off-campus organizations of cultural, educational or charitable nature and which have met the criteria necessary to be granted accreditation by the University as laid down in administrative policy GE.4.0, Use of University Facilities and Associated Audio Visual Equipment.
- 1.3. The Central Box Office may act as an agent and accept tickets for sale from off-campus organizations for events staged at locations other than on campus and may handle local transportation fare tickets as approved from time to time by the Concert Manager.

2. Agreement Between Central Box Office and Sponsoring Organization

- 2.1. Prior to tickets being accepted for sale by the Central Box Office, a Ticket Statement must be completed at the box office with the following information and authorizations (Ref. [Appendix "A"](#)).
 1. Name of sponsoring organization.
 2. Names of authorized signing officers of the sponsoring organization and their addresses and telephone numbers.
 3. Signatures of sponsoring organization's signing officers to the agreement, authorizing the sale of tickets and attesting to free the University from liability and responsibility for refunds of ticket sales should the event be cancelled or for non-performance as scheduled.
 4. Total tickets and/or ticket numbers and sales prices to be charged for the event.
 5. The signature of the Central Box Office Manager for the value of tickets received for sale by the Box Office.
 6. Other details of the event such as place, date, reserved seats, etc.
 7. The agreement to sell tickets on behalf of sponsors may result in some out-of-pocket costs being incurred by the Central Box Office Management. In such cases, the ticket statement will show the anticipated amount and the sponsoring group's signing officers will be responsible to indemnify the Box Office from the ticket revenues.

3. Control of Sales and Revenue by Central Box Office Manager

- 3.1. Tickets received by the Central Box Office must be controllable by number and plainly identified as to the price to be charged to the purchaser and must have an audit stub.
- 3.2. All monies received by the Central Box Office will be remitted to the Revenue Control Manager of the University for deposit and recorded in the Central Box Office accounts.
- 3.3. The Central Box Office Manager will ensure that security escort service is used when transporting cash receipts from one location to another and from the Central Box Office to the Revenue Control Department.
- 3.4. The ticket reconciliation section of the Ticket Statement agreement will be completed by the Central Box Office Manager showing the number of unsold tickets returned, the number of tickets sold and the corresponding values of each.

The acknowledgement section of the form will be completed, and the signature of the sponsor's delegate obtained for the receipt of the unsold tickets and their value.

- 3.5. The Central Box Office Manager, after the event has taken place, will request the Revenue Control Manager to make payment to the sponsoring organization for the appropriate revenue from ticket sales in accordance with the agreement.

The payment request will be supported by a copy of the Ticket Statement showing the reconciliation and the signature for the return of unsold tickets.

In cases where an advance of monies is necessary to be made to the sponsoring organization to pay performers, etc. at the time of staging the event, the Central Box Office Manager may request the Revenue Control Manager to make such advances out of revenue received from the advanced sale of tickets for that event.

Where the Central Box Office is acting as an agent for off-campus organizations monies received for advance sales of tickets will only be released to the organization after the event is staged.

The Central Box Office Manager will be responsible for the reconciliation of all advances authorized and the final settlement of revenues from the sale of tickets by the Central Box Office to the organization concerned.

4. Purchase of Tickets From Printer for Organizations and Certificate of Printing Requirement

- 4.1. The Concert Manager whenever possible should arrange to supply the regular double stub ticket when the Central Box Office is to be used for the advance sales of tickets.
- 4.2. The purchase of tickets from the printer should provide for the following precautions to protect the organization sponsoring the event and the Box Office personnel from fraudulent acts and improper accounting of the transactions.
 1. Tickets showing variable prices, i.e. adults and students, should be printed with two audit stubs, perforated for tear-off at each end of the ticket. The adult price should be printed on one end and the student price on the opposite end. This will provide an audit check of the stubs for the Box Office personnel and also provide an entrance tear-off stub for the sponsoring organization of the event.
 2. Tickets should be numbered consecutively by the printer and a certificate of printing should be obtained from the printer to certify that the exact number of the tickets delivered constitute the only tickets in existence and all other overruns or misprints have been destroyed.
- 4.3. Tickets from the printer should be delivered to and receipted by a person other than the Central Box Office Manager.
- 4.4. The Financial Procedure for the accounting records and cash handling controls which apply to the Central Box Office is contained in the Financial Procedures Manual, Procedure No.

APPENDIX "A"

GE4.3

No.	UNIVERSITY OF GUELPH CENTRAL BOX OFFICE UNIVERSITY CENTRE	TICKET STATEMENT CC: Box office Revenue Control
Manager	MAIN FLOOR 824-4120, Ext. 3940	Concert Manager Requester

Date:

EVENT:	Place:
	Date:
	Time:

NAME OF SPONSORING ORGANIZATION	Reserved
Coding (if applicable)	SEATS: Rush

NAMES OF SIGNING OFFICERS:	TELEPHONE NO.
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ADDRESS:

SPECIAL INSTRUCTIONS:

AGREEMENT:	TICKETS PROVIDED:
We understand and agree that the proceeds from ticket sales, also any unsold tickets, will be collected from the Central Box Office in accordance with a schedule to be determined by the Box Office. We further understand that, should the event be cancelled, we will be responsible for individual refunds against the return of tickets and that the University of Guelph will be completely free from all liability for such refunds.	@ \$ = @ \$ = @ \$ = TOTAL VALUE: \$ Signature (Box Office) (Sponsor)

Signatures: (Sponsor's Signing Officers)

TICKET RECONCILIATION

Signature for

Tickets Returned
(if prior to event)

Tickets Sold:

@ \$ \$
@ \$ \$
@ \$ \$
Value Returned \$
Value Sold \$
Grand Total

@ \$ \$
@ \$ \$
@ \$ \$
1. Value Sold \$
2. Less Sales Tax (if applic.) \$
3. Less C.B.O. Charge (if applic.) \$
4. Less Advances \$
5. BALANCE TO BE PAID \$

Less S/T and C.B.O.
Charge (total of
2 & 3) \$
BALANCE (total of
4 and/or 5) \$

ACKNOWLEDGEMENT

TO: Central Box Office
University of Guelph

We hereby acknowledge complete settlement for tickets sold and also the return of unsold tickets, as represented by the above report.

DATE:

(Sponsoring organization)

Signatures:

Signing officer

Signing Officer