

PROPOSED REVISION TO: REG 11.65.03, Ticketing Regulation

Rationale: Policies and procedures for Ticket Central need to be updated; combining 11.65.03 with 11.65.02 (Refunds)

Review Process:

07/26/19 Executive Director for the Arts authorizes transmittal of PRR for review

07/26/19 General Counsel's Office (Betsy Lanzen) review

07/26/19 Executive Officer with delegated authority to review the PRR (For DASA this is Mike Mullen)

9/10/19 Chancellor's Cabinet Meeting review/notification *(PRR Administrator will complete)*

10/21/19 University Council notification

N/A Board of Trustees (approval/notification), if applicable *(PRR Administrator will complete)*



Table with 2 columns: Field Name, Value. Fields include Authority (Vice Chancellor and Dean for Academic and Student Affairs (DASA)), Title (Ticketing Regulation), Classification (REG11.65.03), PRR Subject (Performing and Visual Arts), and Contact Info (Ticket Central Home Page (919-515-1100)).

History: First Issued: July 1, 2002.

- 1. Every individual, regardless of age, attending a performance must have a ticket.
2. Any child attending a performance must have a ticket. It is also requested that no "babes in arms" be brought to events.
3. University Theatre and Center Stage tickets may be exchanged for performances on other dates. The exchange must take place. As a special benefit, full season ticket subscribers may exchange tickets for another performance at no cost. Exchanges must be handled a minimum of 48 hours in advance of the date printed on the ticket. Ticket Central must have the actual tickets returned in order to do the exchange. If the new tickets are more expensive, the customer must pay the difference. If the new tickets are less expensive, no refunds will be given.

Customers may request to exchange single tickets for a fee per ticket. The request must be made a minimum of 48 hours in advance of the date printed on their ticket and Ticket Central must have the physical tickets in order to do the exchange. If the new tickets are more expensive, the customer must pay the difference. If the new tickets are less expensive, no refund will be given.

- 4. If a customer is unable to attend an event after purchasing tickets, no refund will be issued.
5. All tickets become void after the performance begins. Neither refunds nor exchanges will be issued to patrons who are not allowed to enter the theatre.
6. In the event of a cancelled performance, patrons will be given the option to receive a refund.