

Leo J. Welder Center for the Performing Arts

BOX OFFICE POLICIES

The Leo J. Welder Center for the Performing Arts Box Office is a computerized system providing on-site printing capabilities, real-time Internet sales and excellent customer service, managed cooperatively between Victoria College and Theatre Victoria. Box office services and fees are separate and distinct from rental fees. All ticketed events held at the Welder Center, including rentals, must be ticketed through the Welder Center's box office service. Ticketed events at venues other than the Welder Center may also be ticketed through the Welder Center's box office service.

How to purchase individual tickets for public events at the Welder Center

- In person at our Box Office (regular hours are 12noon – 6pm, Monday – Friday)
- Online at www.weldercenter.org
- Charge by phone at the Box Office by calling 361.570.TKTS (8587)

Payments Accepted

Cash
 Credit Card - Visa, MasterCard, Discover, American Express
 Check – Personal or Company (Renter/Client is responsible for any returned checks.)

Client Fees These fees are assessed to the organization or individual for whose event we are providing ticketing services.

Comp Tickets	\$.05 per ticket
Credit Card Fee	3% of total credit card transactions
Box Office staff outside of regular box office hours (1 hour prior to 15 minutes after curtain; additional lengths of time available for add'l fee)	\$45.00 per performance
Consigned Pre-printed Tickets <i>Offered at the discretion of Welder Center management</i>	\$1.00 per ticket (Box Office Service Fee)

Patron Fees These fees are assessed to the purchasers of tickets and are retained by the Welder Center for payment to our ticketing service provider, Vendini. *Client may elect to pay all or some of these fees for ticket purchasers.*

Box Office Service Fee <i>Applies to in-person and phone-in purchases at the box office</i>	\$1.00 per ticket; <i>this amount will be included in the face value of the ticket; fee must be built into face value of consigned tickets; fee to be retained by Welder Center</i>	
Vendini Online Service Fee (charged to online purchases only)	Face value of ticket	Fee per ticket
	\$0 - \$9.99	\$1.50
	\$10 - \$14.99	\$2.00
	\$15 - \$19.99	\$2.50
	\$20 - \$29.99	\$3.00
	\$30 - \$39.99	\$3.50
	\$40 - \$49.99	\$4.00
	\$50 – up	\$4.50

Facility Usage Fee: A per-ticket fee assessed at the discretion of Welder Center management in the case of recurring rentals in order to reduce rental costs; or assessed to mitigate heavy usage and associated maintenance costs; may be assumed by the client or patrons; must be included in the published face value of the ticket.

Ticket Delivery Ticket purchasers may elect one of up to three delivery options – 1) Physical tickets picked up from the box office (point-of-purchase or Will Call); 2) Print-at-Home tickets; 3) Digital tickets delivered to their mobile device and accessed through the free Walletini app. All of these options contain a bar code and/or QR code that will be redeemed through use of a scanning device for admittance into events held at the Welder Center.

Will Call Patrons who have tickets being held at Will Call may pick up their tickets prior to the performance. If selected as an optional service outside of regular box office hours, the box office will be staffed for ticket sales and Will Call one hour prior to the scheduled performance. Box Office hours are 12:00pm -6:00pm Monday through Friday (except Holidays). Box Office hours are subject to change without notice. *The Box Office will not accept Will Call tickets from individual patrons.*

E-Mail Confirmations Ticket purchasers will have the option of having ticket purchase confirmation delivered to their email address. Clients may elect to have one email reminder about their event sent to ticket purchasers who have furnished email addresses, not more than 48 or less than 24 hours before the event.

Box Office Settlement All monies from the ticket sales for each performance will be retained by Victoria College for each Renter/Client. Settlement is comprised of ticket sales less Client Fees. Additionally, any Patron Fees built into the face value of the ticket (such as Facility Usage Fee and/or Box Office Service Fee) will be deducted from ticket sales before remittance to Client. Settlement will be issued as a check by Victoria College no later than two business Fridays after the last performance, along with a ticket sales report.

General Box Office Policies All sales are final and there are no exchanges or refunds. Everyone, regardless of age, must have a ticket (unless otherwise specified). Prices, shows, schedules or artists are subject to change.