

## 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. Box office services and fees are separate and distinct from facility 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. Box Office clients are responsible for client fees whether or not your event is held as planned, or cancelled.

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

- In person at our Box Office (regular hours are 12noon – 5:30pm, Monday – Friday)
- Online at [www.weldercenter.org](http://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 Fees	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
Box Office Service Fee <i>Applies to in-person, online, and phone-in purchases at the box office; applies to tickets issued on consignment for sale by clients.</i>	\$1.00 per ticket; <i>this amount is included in the face value of the ticket; retained by Welder Center as ticketing service fee</i>

**Patron Fees** These fees are assessed to the purchasers of tickets. *Client may elect to pay all or some of these fees for ticket purchasers.*

Vendini Online Service Fee (charged to online purchases only, retained by ticketing service provider)	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
Online Convenience Fee <i>Retained by Welder Center as a service fee associated with online sales</i>	\$2.00 per ticket; this amount is a separate line item and not included in the face value of the ticket. Effective 9/1/2018.	

**Facility Usage Fee** An additional per-ticket fee may be assessed at the discretion of Welder Center management to mitigate heavy usage and associated maintenance costs; if not assumed by the client it will be charged to patrons.

**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. As part of our ticketing service, the box office will be staffed for ticket sales and Will Call one hour prior to the scheduled performance. Regular Box Office hours are 12:00pm-5:30pm 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, Box Office Service Fee and Facility Usage Fee if applicable. Online Vendini Service Fee and Convenience Fee are retained by Vendini and Welder Center, respectively. 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 and patron manifest.

**General Box Office Policies** All sales are final and there are no exchanges or refunds. Everyone, regardless of age, must have a ticket for ticketed events. Under no circumstances will occupancy load be exceeded. Prices, shows, schedules and/or artists are subject to change.