

Leo J. Welder Center for the Performing Arts

BOX OFFICE GUIDELINES

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. All attendees, including infants/lap children, must be accounted for in the ticketing and/or attendance count for occupancy purposes. Consult your event coordinator for options.

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

- In person at our Box Office
- Online at www.weldercenter.org
- Charge by phone at the Box Office by calling 361.570.TKTS (8587)

Payments Accepted Cash, Credit Card, Check – Personal or Company

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 <i>per performance</i>
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>
Miscellaneous Service Fees <i>Additional fees, per-ticket, per-performance, or per-production</i> Facility Fee <i>(effective 9/1/2025)</i>	Varies; assessed at the discretion of management to mitigate heavy usage and facility needs 10% of Client Licensing Agreement Fee
Ticketing Configuration Fees*	Will be assessed on an asneeded basis for non-standard configuration and for client changes after ticket on-sale date.

*Non-standard configurations are events involving more than five price codes and/or set-up less than two weeks before the event date.

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.*

Box Office Service Fee <i>Retained by Welder Center as a service fee associated with in-person and telephone sales</i>	\$2.00 per ticket; this amount is a separate line item and not included in the face value of the ticket.
Online Convenience Fee <i>Retained by Welder Center as a service fee associated with online sales</i>	\$4.00 per ticket; this amount is a separate line item and not included in the face value of the ticket.
Facility Maintenance Fee <i>Retained by Welder Center for facility maintenance, repairs, and improvements; applied to all in-person, telephone, and online sales</i>	\$2.00 per ticket; this amount is a separate line item and not included in the 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. Digital tickets may be delayed delivery until 5 days before the performance. All 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 Thursday and 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 ticket sales for each performance will be retained by Victoria College for each Renter/Client. Settlement is comprised of ticket sales at face value, less Client Fees, returned checks, and credit card chargebacks if applicable. Client & Patron Fees are retained by Victoria College. 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. Returned checks and chargebacks received after settlement will be invoiced to Renter/Client as received, and information relevant for Renter/Client collection of those amounts will be provided.

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 or be otherwise accounted for in attendance counts. Under no circumstances will occupancy load be exceeded. Prices, shows, schedules and/or artists are subject to change.