

Chapter 270, Properties Use and Extracurricular Activities

Section 45, Ticket Sales

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I. Purpose

This section outlines policy regarding ticket sales through the Mondavi Center Ticket Office or the UC Davis Ticket Office, and procedures for ordering event-ticketing setup, and reporting ticket sales for events held on University property. (See [Section 270-16](#) for the policy regarding sponsorship of events.)

II. Definition

Licensee—individual who contracts with and is responsible for the financial obligations of venue rental with the Mondavi Center.

III. Policy

- A. Tickets for all events sponsored by, held at the Mondavi Center or offered through the Department of Music are offered through the Mondavi Center Ticket Office.
- B. All other organizations and units sponsoring events on University property other than the Mondavi Center that are open to the public and charge admission, are required to arrange ticket sales through the UC Davis Ticket Office. The UC Davis Ticket Office has the first right of refusal to all non-arts campus events charging admission to UC Davis venues other than the Mondavi Center.

IV. Procedures

- A. Mondavi Center
 - 1. Ticketing services
 - a. Arrangement for ticket services must be made at least 2 weeks prior to the first sale date.
 - b. Tickets must be on sale for a minimum of 3 weeks prior to any event.
 - c. The Assistant Director--Ticketing will assist in establishing ticket prices and the variety of price categories and configurations. Once on sale, ticket prices may not be altered by the client. Information on planned giveaways, vouchers, or special promotions must be supplied to the Assistant Director--Ticketing at the time ticketing services are ordered.
 - d. At the time of arrangement for ticket sales, the licensee must provide a short written description of the performance or event, including length of acts or sections, brief plot or synopsis, specific musical repertoire, age appropriateness of performance, biographical data on artist(s), timing of intermissions, approximate running time of performance, and any other information that would be of benefit to patrons including promotional photos, video links, etc.
 - e. Advance notice of all tickets sales must be provided to donors. General notice of ticket sales (e.g., advertisement by Web, newspaper, radio, email, etc.) must take place no sooner than 5 days after the rental agreement has been signed.
 - f. Consignment and/or allocated tickets that are removed from sale at the Mondavi Center Ticket Office to be sold through a secondary location are subject to a one time

consignment fee. All remaining tickets must be returned to the Ticket Office 48 hours before the scheduled event for public sale.

2. Reporting ticket sales

- a. A settlement audit must be available 1 hour following the last intermission of a performance run.
- b. A final, official box office audit will be available at the time of final settlement, within 14 days following the date of the event. The audit must be accepted to be the same as an accurate accounting of tickets sold and remaining.
- c. If a count of collected ticket stubs is required, it must be requested of the House Manager in advance of the performance.
- d. A preliminary audit can be made available before curtain time.
- e. The final audit of gross monies will reflect sale of consignment tickets. These monies are not paid by the Mondavi Center Ticket Office.
- f. Funds derived from the sale of tickets are held in the custody of the University until the performance or event is completed, when final payment is made to the licensee.

3. Cancellations

- a. If the event is cancelled after ticketing arrangements are established, the licensee is liable for a flat fee plus 3.5% of all credit card gross sales at the time of cancellation.
- b. The Mondavi Center will notify all ticket holders of the cancellation, and issue refunds. The licensee is responsible for advertising the deadline for refunds through all other communication channels they used to advertise and will be liable for a fee not to exceed 6% of the dollar value of the refunded ticket, excluding the handling fee.

B. UC Davis Ticket Office

1. Computerized tickets

- a. Three weeks prior to the event, the organization, unit, or promoter sponsoring it must contact the UC Davis Ticket Office by telephone, email, or in person to arrange a meeting for event setup in the computerized ticket sales system.
- b. The UC Davis Ticket Office puts the event on sale on the date specified by the sponsor. Tickets are sold only at the UC Davis Ticket Office, at authorized ticket outlets, or via consignment tickets given to the promoter. Once on sale, ticket prices may not be altered.
- c. The UC Davis Ticket Office prepares and delivers the deposit with appropriate documentation to the Cashier's Office, and delivers a copy of the supporting documentation to Accounting & Financial Services--Internal Control Division.

2. For events where a computer system is unavailable, tickets are preprinted and stubbed as they are sold.

3. Reporting ticket sales

- a. Within two weeks after the event or at the termination of the activity period, the UC Davis Ticket Office creates a report for the event promoter with the following information:
 - 1) Name of performance or event and date(s).

- 2) Number of tickets sold and total revenue received.
 - 3) Total UC Davis Ticket Office charges broken out by line item.
 - 4) Copies of accounting documents processed.
- b. The Accounting & Financial Services--Internal Control Division audits the reports of each event.

V. Further Information

For further information, contact the [Mondavi Center Administration Office](#), (530)754-5000, or the [UC Davis Ticket Office](#), (530)752-2471.

VI. References and Related Policies

UC Davis Policy and Procedure Manual:

- A. [Section 270-16, Fundraising on University Property.](#)
- B. [Section 330-35, Credit and Debit Card Merchants.](#)
- C. [Section 330-55, Departmental Cashiering Operations.](#)