

## **Box Office Policies and Procedures**

### **Ticket Orders**

#### **A. General**

Ticket orders may be placed by phone, fax, website, or walk-up. Ticket orders are processed in the order received and assigned the best seats available at the time. Orders received too late for return mail will be held at the Box Office or at the Will Call window before performances.

#### **B. Discount Orders**

Discount orders may be accepted for selected events. The Clarion Box Office and/or the event promoter will establish the discount type and rate for each event.

##### **1. Employee Discount**

Brazosport College employee discount orders may be limited at the discount rate. Employees may make additional purchases at the regular rate. Employees must physically present their own Brazosport College ID to receive the discounted price. Employee Discount Rates will not be honored over the phone.

##### **2. BC Student Discount**

Student Discount rate applies to Brazosport College students only. Student Discount orders maybe limited at the Brazosport College student discount rate. Only full time Brazosport College students are eligible for the student discount rate for Clarion and Brazosport College sponsored events. Students must physically present their own Brazosport College ID to receive the discounted price. Student Rates will not be honored over the phone.

##### **3. Other Student/Children Discount**

Children Discount rate applies to all patrons ages 14 and younger. All children, regardless of age, are required to have tickets for ticketed events.

##### **4. Group Discount**

Group Discount rates apply to businesses, schools, club, and community organizations that purchase blocks of 15 or more tickets. Group orders must be submitted in writing prior to the date of the event. Group orders are subject to availability of seating and must be paid in advance.

#### **C. Phone Orders**

Patrons ordering tickets over the phone MUST pay for them with an American Express, Discover, MasterCard or VISA. The Clarion Box Office does NOT hold tickets without payment. Phone orders place less than seven days prior to the event will be held on "Will Call List." Once a billing address has been confirmed, the order will be processed. If there are any problems with the billing address or any other information that delays the process, the Box Office will attempt to contact the purchaser to help verify any required

information. If the Box Office is unable to contact the purchaser, the order may be cancelled and the ticket/s placed back into the available inventory.

#### **D. Will-Call List**

If tickets are purchased within 7 days of an event, the tickets will be placed along with patron's name on a Will-Call List. On the night of the event, the patron will gain admittance by going to the box office or point of entry and presenting a Photo ID and/or the Confirmation ID Number. If purchaser has others in his/he party arriving separately, the purchaser will need to furnish the Box Office with the names of other members of the party for them to gain admittance.

#### **E. Order Limits**

The Box Office may limit the number of tickets that may be purchased by a customer to any one event. This is to discourage unfair ticket buying practices.

#### **F. Group Orders**

Businesses, schools, club, and community organizations may purchase blocks of tickets for selected events. Group orders of 15 or more must be submitted in writing prior to the date of the event. Group orders are subject to availability seating.

#### **G. Internet Orders**

The Clarion Box Office has created the following guidelines for internet transactions.

##### **1. Privacy Policy**

The Clarion Box Office has created this privacy policy to ensure the patron of our commitment to preserving the patron's privacy regarding personal information. This policy only applies to transactions and data gathered on the web site and does not apply to other web sites. The patron agrees to all the policies and practices stated below when he/she visits the Site or provides the Box Office with information

##### **2. IP Addresses**

Each time a patron visits the Site, the Box Office may automatically collect his/her IP address and web page from which the patron came. In order to troubleshoot and administer the Site, the Box Office may use IP addresses to help identify patrons.

##### **3. Information Collected by Other Web Sites**

On the Site, the Clarion may place links to other web sites operated by other parties. Some of these other web sites may contain Brazosport College brand names and trademarks that the college owns. When patrons visit these sites, the Box Office cannot control these other sites and information they may collect from visiting those sites. These other sites may collect other information from visitors and disclose said information in different ways. The Box Office encourages patrons to review the specific policies of other websites regarding this information and their disclosure policies.

#### **4. Use of Personal Information**

The Box Office may use patrons' personal information to perform transactions on the Site and to deliver the services requested more efficiently. The Box Office may also use said information to contact patrons regarding a specific event (i.e. cancellation, rain dates, changes, etc.). The Box Office may also send special offers, discounts or event schedules. To process transactions on the Site, the Box Office may share personal information with its agents, representatives and service providers so they can provide us with support services such as authorization of credit card transactions and order fulfillment. We require these entities not to use your information for any other purpose.

#### **5. Use of Financial Information**

The Box Office uses patron financial information to check qualifications, and to bill for products and services. By making a purchase, a patron consents to the Box Office providing information to service providers in order to process transactions. These service providers may include credit card companies, credit card processing companies and banking institutions used to process the transaction.

#### **6. Security Measures**

The Site has numerous security measures in place to protect the patron's information from misuse, loss and alteration. The Box Office secure server software (SSL) is the industry standard. When the Box Office sends information over the internet, personal and financial information is encrypted. If patron information is transferred to networks outside of the patron's jurisdiction, he/she should be aware that networks may be located in jurisdictions that may not have the same privacy laws.

#### **7. Questions**

Patrons having questions or concerns regarding this policy, should email them to [clarion@brazosport.edu](mailto:clarion@brazosport.edu). Patrons may send mail to Clarion Box Office, 500 College Drive, Lake Jackson, Texas 77566.

#### **8. "Print At Home" Tickets**

Patrons have the option to print from their home computer a ticket voucher, which will act as his/her ticket to the purchased event. After purchasing tickets, the patron will receive an email with an option to print his/her tickets. The PDF files will need to be opened then printed. This ticket will have a Ticket ID and/or Scanning Barcode, which will allow admittance to the event. Only one copy of each ticket voucher printed will be allowed admittance. Copying or attempting to copy more than one of each file/ticket voucher will void the ticket voucher. It is at the venue's discretion whether to honor the ticket vouchers if it has been determined that a fraudulent act has taken place.

## **H. Buyouts/Resale**

Businesses, schools, club, and community organizations may submit in writing a request to buyout an entire event for a private party. Businesses, schools, club, and community organizations may submit in writing a request to buyout and resale an entire event for non-for-profit fund raising purposes. Buyouts are subject to approval by Brazosport College. A Buyout/Resale is subject to approval by Brazosport College and/or the Performing Artist.

## **I. Payment**

Clarion event tickets purchases are cash, check, gift certificate, or credit card only. All other purchases may be paid for using cash, check, or MasterCard/Visa/Discover/American Express. There is a \$5 minimum purchase requirement for all MasterCard and Visa sales. There is a \$25 service charge on all returned checks. This amount will be automatically deducted from your bank account.

## **J. Exchanges/Refunds**

Tickets may be exchanged for a different performance or a gift certificate prior to the performance at the Clarion Box Office. Ticket exchanges are subject to availability. Refunds will only be issued if an error occurred while using the online ticketing system or a mistake made during the transaction by Clarion Box Office personnel. Refunds are only made to the ticket holder on record. Refunds will be given in exact same method as the original payment, i.e., cash, check, or credit. No refunds will be given for unused tickets. No refunds will be given unless the tickets are returned to the Clarion Box Office.

## **K. Performance Cancellations**

All dates and artists are subject to change. When a performance is canceled or rescheduled, tickets may be exchanged or refunded.

## **M. Lost Tickets**

If tickets are lost, the Clarion Box Office will issue a location pass to the ticket purchaser of record. The patron must call the Box Office as soon as possible to arrange for a pass. For the patron's protection, location passes will not be issued earlier than one hour prior to curtain.

## **L. Matinee School Performances**

School groups attending special matinee school performances will receive a confirmation letter in lieu of individual tickets.

## **Audience Services**

### **1. Wheelchairs**

Wheelchair locations and companion seats are available. Please mention your request for wheelchair seating when purchasing tickets, on your order form, or contact the box office for more information.

### **2. Infrared Assisted-Listening Systems**

A limited number of Infrared Assisted-Listening Systems (wireless headsets) are available at no charge from the box office for performances in the Clarion. To insure that the ALS headsets are returned after use, the patron will be asked to leave a personal item (i.e. credit card, driver's license, etc.) at the Box Office as a form of deposit.