Guidelines and Agreement for use of the Robsham Theater Arts Center Box Office

Regular Business Hours:  Monday – Friday, 10AM-4PM
Hours are extended as needed. We are open 1 ½ hours prior to events in the Robsham.

The RTAC Box Office will serve as the University Box Office for all non-athletic events.

1. All ticketed events must first be approved by the Student Programming Office (inclusive of parties and dances).

2. Ticket requests must be submitted through MyBC using the RTAC ticket request form no less than three weeks prior to the event!

3. Log into www.bc.edu/mybc https://orgsync.com/43868/forms/53252 (ticket request form)

4. Requests for tickets may only be made by the student group financial officer/treasurer and that person is the only one who should be contacting the box office with questions or information.

5. The treasurer must meet with the Box Office Manager once the tickets have been programmed.

6. The Box Office Manager will determine sale dates and times.

7. Rostered events available to BC students will only be sold online. (Fall concert, ALC Boat Cruise, etc.)

8. All tickets will be subject to processing/facility fees—both online and at the window.

9. Minimum ticket prices start at $10.00.

10. The Box Office will not process any donations received at the door of any event. Those must go through SABSC.
Please make certain that all information is correct when filling out the ticketing request form! Chartstring numbers must be accurate for deposit purposes.

Money received from ticket sales will be deposited daily into the supplied chartstring. Upon completion of an event, an event audit will be sent to the group’s treasurer if requested. The audit will indicate number of tickets sold and comped as well as the total amount deposited.

Complimentary ticket lists must be provided prior to tickets going on sale. This list should be alphabetized by last name and will be considered final. You have the option of distributing the comped tickets yourself. Please note that all comps not distributed by you must be picked up by individuals ½ hour prior to an event or they will be returned into the system and sold. We are unable to take phone orders for free tickets.

All groups are required to provide a limited number of complimentary tickets to the Montserrat Coalition.

We can no longer accept reserved ticket lists for special events. You must find another way to secure tickets that you have guaranteed to students.

Please take special note that ALL events in the Robsham Theater mainstage are reserved seating. All other events on campus are general admission.

If you plan on using social media to promote your event, please use it responsibly. We ask that you do not create an unnecessary run on tickets. I will supply you with a link to your on-line sales page as well as the Box Office Facebook page—both of which you can embed on your sites.

*Your events are important to us but we ask that you remember that 1) we are student operated and 2) we sometimes have dozens of events happening at the same time.*
Robsham Theater Box Office (RTAC)

Important Reminders

• All Student Organizations event tickets are sold through the RTAC

• Dates and times for ticket sales are solely and totally at the discretion of the Box Office Manager. This is not negotiable and there will be no exceptions. If a group fails to follow the procedures in the guidelines, the box office might not be able to sell tickets to your event. Either cancel or make free.

• The Treasurer must be present for all meetings with the Box Office. Only ONE person can act as Treasurer. All contact with the Box Office must be thru this one person.

• As soon as you begin planning for an event, E-mail Kim Principi, the box office manager, at principi@bc.edu with event details ASAP. She can always make changes. DO NOT WAIT FOR APPROVAL TO CONTACT THE BOX OFFICE. If the approval is late, the box office may not be able to sell the tickets. The early notice does not reserve the space; it simply gets the event on the table for the box office.

• If you cancel an event, e-mail Kim with this information ASAP so that she can take the tickets out of the system

• The comp list that you give to Kim will be considered final. No last minute changes will be allowed

• All events that take place in the Robsham Theater are assigned seating. One ticket per person, per seat

• Make an appointment to reconcile door sales, contact a SABSC representative to retrieve the door ticket sales revenue from the BCPD safe. Keep your appointment!

• The form certifying that the Treasurer has read the Box Office Guidelines must be sent to the box office before any event can be arranged for tickets thru the RTAC Box Office. “I did not get or read the Guidelines” will not be accepted as an excuse for not following them.