

## **Robsham Theater Arts Center (RTAC)**

### **Box Office Policies**

**Updated 8/31/2021**

#### ***CONTACT INFORMATION***

**RTAC Box Office**

**RTACTickets@bc.edu**

**617-552-4002**

The following Robsham Theater Arts Center Box Office Policies refer to non-athletic events only.

- The Robsham Theater Arts Center (RTAC) Box Office is the preferred method to sell tickets for any non-athletic events sponsored by campus departments and student organizations.
- All events in the Bonn Theater and the Robsham Main Stage must be ticketed and have a sale date prior to day of the show (even free events) unless approved in advance by RTAC Management.
  - On occasion, RTAC will allow Academic/Administrative departments to utilize their own registration system for events. In these cases, the University offices utilizing their own registration process will be given the appropriate number of tickets for the venue and will be responsible for their distribution. The RTAC Box Office will not be open before the event if this option is chosen.
- For student groups, all events that are charging admission (regardless of where the event is being held, including off-campus venues) must also be ticketed, and have a sale date prior to day of the show.
- The RTAC Box Office sells tickets for both students and general public through the Boston College online ticketing system ([www.bc.edu/tickets](http://www.bc.edu/tickets)) and the RTAC Box Office ticket window. Tickets can be purchased online via credit card (Visa, MasterCard, American Express or Discover). In addition to accepting the aforementioned credit cards, the RTAC Box Office ticket window in also accepts checks.
  - Please note that per Boston College's Cash Services Department, all checks need to be made out to "Boston College" and must list the phone number of the individual/group making the purchase on the check in case there are any processing issues.
  - Processing fees apply to all transactions (online, telephone sales and window sales).
  - All sales are final (no exchanges or refunds).
  - The RTAC Box Office does not do payroll deductions for tickets.
- During the academic year, the box office's hours are 10am – 4pm, Monday through Friday. The RTAC Box Office will also be open one hour prior to ticketed events; however, box office hours are subject to change.

#### **Ticketing Request Form**

- All requests for ticketing services must be submitted online via the Ticketing Request Form at least 4 weeks before event date (forms that are submitted with less than 4 weeks before their event, risk their event being cancelled). The form can be found at the following link:  
<https://fs8.formsite.com/RTAC/RTACTicketingRequest/index.html>
- All student group events must be approved by the Office of Student Involvement before submitting the ticket request form.
- Only one person's name from the group hosting the event can be listed as the contact on the Box Office Ticketing Form. For student groups, this should be the Treasurer, as this person will be the only one contacted about approving a sample ticket and will be the groups dedicated liaison with the RTAC Box Office regarding discussion on ticket sales, procedures and ticket sales information.
- Once the Ticketing Request Form has been submitted, the tickets will be created in the RTAC Box Office system. These tickets will be reviewed by the event contact listed on the ticketing form (if a student group, this should be the Treasurer) and the Box Office Manager. The Box Office Manager will then determine the date in which the sales of the tickets can go live.

- When designing a ticket, it's important to consider the limited amount of space for text on the RTAC Box Office tickets. The event name (the title of the event) can be up to 30 characters (including spaces). There are also 2 lines positioned above the title, which are reserved for the name of the sponsoring organization of the event. These lines are in a smaller font. The top line can have up to 35 characters and the line just below it can have up to 30 characters of text per line (including spaces). Any exceptions to the RTAC ticketing format need to be reviewed and approved by the RTAC Box Office Manager.
- While the Robsham Theater Arts Center will make every effort to begin our performances on time, the RTAC performance venues have no official "late arrival" policy for patrons who arrive after the show starts. In consideration of all participants, latecomers will be seated at the discretion of the RTAC House Management unless otherwise noted.
- Groups hosting events in the RTAC spaces may request their own customized protocol for how the RTAC House Management staff will handle "late arrivals" at their events. Any clients wishing to enact a policy for guests arriving late to their event should notify the RTAC Box Office Manager.
- Failure to review tickets in a timely manner will result in a delay of sales and/or cancellation of the event. The Robsham Theater Arts Center and the RTAC Box Office are not responsible for incorrect information on tickets.

### **Ticketing Options**

- There are 3 basic kinds of ticketing.
  - "Traditional Ticketing" issues physical tickets from the RTAC Box Office. "Traditional Ticketing" is always an option.
  - "Online Ticketing with No Physical Tickets": This includes "Print at Home" tickets and "Mobile Ticketing" which allows your smartphone to act as a ticket. This option is restricted only to events that have a ticket price. It can't be done for free events. This option is also only available for venues set up for ticket scanning, and will require RTAC Ushers to operate the ticket scanners. Therefore, this option is limited to the following venues: Robsham Main Stage, Bonn Studio Theater, Conte Forum, Margot Connell Recreation Center and Trinity Chapel.
    - Customers opting for Mobile tickets can opt to receive the ticket link via text (phone number must be input). Re-issues are not available by text, however.
  - "Online Ticketing with Physical Tickets/Will Call List": This option allows people to purchase tickets online and pick up their tickets later at a designated location, as part of a "Will Call" service. This option is restricted only to events that have a ticket price. It can't be done for free events.
- The reason why "Online Ticketing" (both with or without physical tickets/will call) can't be done for free events is that the 3rd party online vendor the RTAC Box Office has contracted with includes an automatic service charge as part of the ticketing processing fee.
- Any place utilizing "Online Ticketing with No Physical Tickets" must use scanners operated by RTAC ushers. As staffing may be a concern if there isn't sufficient lead time, it is critical that the RTAC Ticketing Form for these events must be submitted to the Box Office Manager at least 4 weeks in advance of the event otherwise, the RTAC Box Office may not be able to provide ticketing services for your event and the status of your event may be compromised.
- Group sale discounts as well as senior citizen discounts are available options as well when setting up ticket pricing. Please speak with the Box Office Manager to coordinate these options.
- The RTAC Office currently does not offer a subscription service.

### **Venue Capabilities**

- **Robsham Main Stage:** The total number of seats in the Robsham Main Stage event is 567. This number includes 22 jump seats, which will only be sold at the door. In line with standard theater practices, RTAC Box Office reserves the right to hold a very small number of “Emergency House” seats, which need to be available in case a patron-related customer service issue needs to be resolved. Therefore the maximum number of tickets available is 560 tickets in the Robsham Main Stage. Events in the Robsham Theater Main Stage can either be general admission or assigned seating.
- **The Bonn Studio Theater:** The total number of tickets for a Bonn Studio Theater events depend upon the stage set up. Capacity is usually 120-180 tickets total. Events in the Bonn Studio Theater are General Admission only.
- **Conte Forum:** Events in the Conte Forum are General Admission. Capacity is usually 3,500 to 5,000 tickets total depending on the event.
- **Margot Connell Recreation Center:** Events in the Margot Connell Recreation Center are General Admission. Capacity is usually 1,800 tickets total.
- **Trinity Chapel:** Events in the Trinity Chapel are General Admission. Capacity is usually 550 tickets total.

### **Complimentary Tickets/Reserved Seats/Will Call Tickets**

- Event sponsors are permitted to request complimentary tickets (also known as “Comp Tickets”) for the events they are sponsoring via the Ticketing Request Form only.
- The RTAC Box Office will provide the hosting group with comp tickets for the group to distribute. To get the comp tickets, the group needs to email [rtactickets@bc.edu](mailto:rtactickets@bc.edu) to coordinate a pick up time. The pick up day/time needs to be before their event. The total number of Comp Tickets requested MUST be provided before tickets go on sale and will be considered final. No Changes/Additions will be accepted. Special requests for any seats that need to be reserved/blocked off for VIPs, videographers, press, etc. should also be included on the Comp Ticket List.
- Phone orders are not to be used for Comp Tickets. If guest on the Comp Ticket List require specific seating requirements, these requests should be made via email [rtactickets@bc.edu](mailto:rtactickets@bc.edu).
- Changes to tickets and complimentary ticket lists will not be permitted once the event is on sale. Any exceptions to this rule should be submitted to the Box Office Manager via email [rtactickets@bc.edu](mailto:rtactickets@bc.edu). A reminder: groups requesting complimentary tickets should keep their own documentation of who received these tickets for general auditing purposes.
- Due to the potential for heavy door sales the night of the show, we request that all complimentary tickets are claimed during regular business hours (10am – 4pm Monday through Friday) or via email at [RTActickets@bc.edu](mailto:RTActickets@bc.edu). If any complimentary tickets are to be picked up the night of the show, we ask that the individual receiving the complimentary tickets contact us in advance to confirm the ticket for us to hold it at the RTAC Box Office’s “will call.” The RTAC Box Office reserves the right to release any unclaimed complimentary tickets 10 minutes before show time for sale purposes.
- The RTAC Box office also allows the option for groups hosting events to donate tickets to the Montserat Coalition. The Montserat Coalition provides free tickets to students who demonstrate high economic need. Registered student organizations are required by the Office of Student Involvement (OSI) to donate 10 tickets for events held on the Robsham Main Stage or 3 tickets for events held in the Bonn Studio Theater to the Montserat Coalition for all of their events (student shows, CAB events, etc.). While other groups are not required to do this, we encourage all groups to consider donating tickets to the Montserat Coalition as well.
- Montserat tickets will follow the same policies as Comp/Will Call tickets as detailed in this document. Also, as is similar to complimentary tickets, the RTAC Box Office reserves the right to release any unclaimed Montserat tickets 10 minutes before show time for sale purposes.
- If the event is being held in the Robsham Main Stage or Bonn Studio Theater, tickets held at the RTAC Box Office for Will Call can be picked up any time the RTAC Box Office is open, or the night of the show.

- If the event is held at a venue other than the Robsham Main Stage or Bonn Studio Theater, tickets held at the RTAC Box Office for Will Call can be picked up any time the RTAC Box Office is open, but must be picked up by 4pm on the day of the event (if a weekday). If the day of the event is a weekend or a holiday, the ticket must be picked up by 4pm the previous business day.
- If someone purchases a ticket held at the RTAC Box Office as part of “Will Call” and are unable to pick up the ticket, they can designate someone else to pick up the ticket by emailing [RTACTickets@bc.edu](mailto:RTACTickets@bc.edu). For BC students, the email must come from your BC email address and you should include your Eagle ID Number.
- Robsham Theater Arts Center reserves the right to designate 8 comp tickets for university VIPs upon request.

**Tickets Amounts and Associated Fees**

- All events ticketed by the RTAC Box Office are subject to a RTAC Box Office fee that will be built into the ticket price regardless of whether the event is presented by on or off-campus entities (except for free events). The fee goes to covering credit card transaction costs as well as helps pay for the 3<sup>rd</sup> party online ticketing system that the RTAC Box Office utilizes.
- The fee the RTAC Box Office charges is based on a sliding scale. Please see the table below for reference. If there is an admission charge for tickets, we request that the minimum admission charge be \$8.00, which carries a \$2.50 fee, therefore the total price of the ticket is an even \$10.50.
- Free events do not require a ticket fee, however they are restricted to pick up at the RTAC Box Office window only (unless specified). Free tickets can’t be sold online, as all tickets sold online automatically incur a fee.
- It’s the responsibility of the event promoters to include the fee in all advertised ticket prices to provide consistency. Therefore, we require all promotional materials for events ticketed by the RTAC Box Office to include the fee into the listed price of the ticket. For example, a \$10.50 ticket should be advertised as a “\$10.50 ticket,” not an “\$8 admission charge plus a \$2.50 fee.”
- The Robsham Theater Arts Center and the RTAC Box Office retain the right to deny posting any event’s promotional materials if it does not indicate the total price of the ticket for the event in this format.

**The RTAC Box Office Fee Structure**

| <b>Admission Charge</b><br><b>(Note: Any promotional materials for your event must list the "Ticket Price" as the total amount of the admission charge PLUS the Ticket Fee.)</b> | <b>Fee per ticket</b> |
|--|-----------------------|
| \$8.00 (suggested minimum price) - \$19.99   | \$2.50                |
| \$20.00 - \$29.99  | \$3.00                |
| \$30.00 - \$39.99  | \$4.00                |
| \$40.00 - \$49.99  | \$5.00                |
| \$50.00 - \$59.99  | \$6.00                |
| \$60.00 - \$69.99  | \$7.00                |
| \$70.00 - \$79.99  | \$8.00                |
| \$80.00 - \$89.99  | \$9.00                |
| \$90.00 - \$99.99  | \$9.00                |
| \$100.00 or more   | \$10.00               |

- Fees subject to change
- Once the event ends, the funds (minus any fees) will be transferred to the chartstring listed on the Ticketing Request Form by the group hosting the event, typically within 15 days.
- All sales are final. No exchanges/refunds.

## **Service Animal Policy for Patrons**

- Service animals are limited to dogs and miniature horses. They are required to be leashed or harnessed in the venue except when performing work where tethering would interfere with the animal's ability to perform.
- While disabled individuals with service animals are not required to carry any documentation of their animal, it is suggested that service animals wear a vest indicating their status.
- The Robsham Theater Arts Center requests that the patron make the RTAC Box Office aware of their service animal at the time of ticket purchase so that appropriate seating is assigned.
- A dog that fundamentally alters an activity (ex. barking in the theater) will be asked to leave. Similarly, if a person is unable to control their service animal, they may be asked to leave. Any ticket price paid through the RTAC Box Office will be refunded.
- The venue does not permit access in public spaces by any animals deemed by law to be pets rather than service animals. Pets include but are not limited to therapy animals and emotional support animals.

## **Event Marketing & Promotion Assistance**

- The RTAC Box Office asks to please provide them with a website and phone number for them to direct patrons with questions about the event as well the specific links to any social media site that you may use to promote your event. Please be sure to list the full URL web address for the event if available. This will also help the RTAC Box Office ensure the event is being promoted with the correct information, as well as provide a channel for possible event updates.
- If groups are looking to promote their events on the BC.edu/tickets webpage (via the university calendar scroll), the group must enter their event details into the University Calendar; <http://events.bc.edu/>. Please then login to via red button that says submit an event. Then, in the field called "Web Filter" towards the end of the form, click "Robsham Theater" for the event to show up on the BC.edu/tickets webpage. This is the responsibility of the group hosting the event; not the RTAC Box Office.
- If groups are looking to promote their events in other ways, the RTAC Box Office offers several ways for groups to advertise their event. Groups can submit a digital file (.jpg or .pdf) to be displayed on the digital signage located above the RTAC Box Office, as well as the RTAC social media websites.
- If a group would like to further customize their event on the RTAC Ticketing Website, they may submit an logo/image to the RTAC Box Office. As there are spatial restrictions on the site, the image shouldn't have a lot of text (which is why logos work well), and should be a .jpg or .png file that is 450 pixels wide x 225 pixels high. There is an additional opportunity to post an image next to each event on the website (this image is also the image that shows up on the RTAC Events Calendar). It need sot be a .jpg or .png file that is 60 pixels wide x 60 pixel high. These files need to be submitted to [rtactickets@bc.edu](mailto:rtactickets@bc.edu) at least 2 weeks prior to the event.
- Hard copies of posters (sized 19"x 36" or 8.5" x 11") can also be submitted to the RTAC Box Office to be hung on the Box Office window, the RTAC bulletin board located backstage or in the glass-encased bulletin board located outside the Robsham Theater Lobby's main doors. Note: Student groups MUST have received the Office of Student Involvement's (OSI) stamp of approval before it can be posted.
- If it's not a free event, all promotional materials (with the exception of the logos for the RTAC Ticketing Website and Event Calendar) must include the total price of the ticket (admission charge plus fee).
- All content is subject to review and approval by the RTAC Box Office.
- It is possible to promote your event in areas like the O'Neill Stairwell, McElroy Stairwell "This Week at BC", Academic Buildings, Dining Halls, Margot Connell Recreation Center, Residence Halls, as well as the designated kiosks around campus.
  - OSI's Posting Policy for Student Groups can be found here: <https://orgsync.com/38855/forms/88992>

- To promote your event on the BC Libraries flat screens in O'Neill Library, complete the online form at [bclib.bc.edu/advertise](http://bclib.bc.edu/advertise) or email: [houstonp@bc.edu](mailto:houstonp@bc.edu). This monitor display option is offered only to members of the Boston College community. Be sure to include your image, the date the poster must be uploaded, and the date it can be pulled.

### **Aquarium and Museum of Science Tickets**

The Aquarium and Museum of Science tickets are from the Office of Student Involvement and are given out during the academic year from the RTAC Box Office specifically to undergraduate students with a valid BC Identification Card. BC undergraduate students are entitled to one ticket to each per semester, while supplies last. Tickets cannot be reserved in advance. Tickets can only be picked up by the individual who is represented on the ID card. Tickets are given out on a first come, first serve basis. During the summer, these tickets can be picked up at the Office of Student Involvement.

### **Other RTAC Box Office Policies**

- In compliance with the Americans with Disabilities Act (ADA), The Robsham Theater Arts Center is equipped with hearing assistance devices as well as wheelchair/limited mobility and companion seating for our patrons. Please notify us at [rtactickets@bc.edu](mailto:rtactickets@bc.edu) if your event has any special needs.
- Only RTAC Box Office staff and RTAC Full-time staff are allowed in the Box Office.
- Food, drink and flash photography are typically not permitted in the Robsham Theater Arts Center's performance venues. Similarly, all electronic devices must be silenced or turned off during performances. If your event would like to request any exceptions to these policies, please email us at [rtactickets@bc.edu](mailto:rtactickets@bc.edu) and the Box Office Manager will review the request with the RTAC Management.
- All patrons, regardless of age, must have a ticket for an event in the Robsham Theater Arts Center. Children under two years of age may enter for free to performances in the RTAC venues with their parent or guardian, however they still require a ticket. If anyone is planning on bringing children under two to a performance, please instruct them to contact the RTAC Box Office before making their purchase, so that a complimentary children's ticket may be reserved with their seats.
- Inclement Weather and Event Cancellations: In the event of inclement weather, Boston College events will be held as scheduled *unless* the Boston College campus is closed. To find out more information about whether the campus is open, please visit [www.bc.edu](http://www.bc.edu) or call 617-552-4636.
- **All RTAC Box Office Policies are subject to change. Any RTAC Box Office questions should be addressed to [RTACTickets@bc.edu](mailto:RTACTickets@bc.edu) or 617-552-4002.**