CITY OF SAN ANTONIO/CONVENTION & SPORTS FACILITIES

**CARVER COMMUNITY CULTURAL CENTER**

TICKET PROCESS FORM FY 2018-2019

**Box Office Services:** The Carver box office operates on a point-of-sale basis; reservations are not accepted. Box office hours are Monday-Friday 8:00am-4:00pm and **2** hours before all show times. Tickets are purchased on a **NO EXCHANGE- NO REFUND BASIS**. **AS PER CONTRACT WITH TICKETMASTER, CONSIGNMENT TICKETS ARE NOT ALLOWED.**

**Fees:** Per City of San Antonio contract,all ticketed events are required to utilize Ticketmaster for the sale of tickets for events at the Carver. Arrangements will be made with the Box Office Coordinator to facilitate the on-sale and selling of tickets. A $50 performance fee for each performance/event will apply to cover staffing of one box office attendant.

A $1 preservation fee (per ticket sold) is included in the ticket price. For example, if ticket price is $15, a $1 preservation fee will be added to the ticket price, for a total ticket price of $16. **EX: $15 (EVENT TICKET PRICE) + $1 (CARVER PRESERVATION FEE) = $16**. The $1 fee goes towards the preservation of the theatre. Online and over the phone sales include convenience charges which will be paid for by the patron.

**Ticket Event Information:** Once deposit for the theatre rental is paid, event will be created on Ticketmaster. Process may take 3-4 days before tickets are available for public sale.

**PAYMENT:** Once event has occurred, licensee can expect a check from ticket sales revenues provided all payments to the Carver are settled. This process takes approximately 2-4 weeks.

**\*\*DISCLAIMER: SELLING OF COMPLEMENTARY TICKETS IS PROHIBITED\*\***

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| Jo Long Theatre 650 capacity Little Carver Theatre –General Admission (can be configured to seat up to 150 patrons) |
| Name of Organization: |
| Contact Name: |
| Mailing Address: |
| City, State, and Zip Code: |
| Phone Number(s): |
| **Ticket Text: (Tickets have 3 lines, 25 spaces for each; event information includes commas, spaces, etc.)** |
| Presented By: |
| Event Name: |
| Event Date/Time: |
| **Please provide a brief description of the event (up to 1,000 characters, spaces and symbols) that can be placed on Ticketmaster.com** |
| Ticket Prices & Sections **(include $1 preservation fee as stated above):** Reserved Seating General Admission  `  ` |
| Discounts (i.e. Seniors, Students, Military, Child, etc.) |
| Holds & Sections (i.e. V.I.P., Comp, etc.) Comp Lists must be provided in writing 48 hrs. prior to the event. |
| Preferred On- Sale Date: |
| Signature of Licensee: Date: |

**Please Return Completed Form To:** Liz Cardenas • Box Office Coordinator • 210-207-2234 • liz.cardenas@sanantonio.gov