CITY OF SAN ANTONIO/CONVENTION, SPORTS AND ENTERTAINMENT FACILITIES

**CARVER COMMUNITY CULTURAL CENTER**

TICKET PROCESS FORM

**Box Office Services:** The Carver box office operates on a point-of-sale basis; no reservations are 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:** All ticketed events are required to utilize Ticketmaster for the sale of tickets to events at the Carver. Arrangements will be made with the Box Office Manager to facilitate the on-sale and selling of tickets. A $50 performance fee will apply to cover staffing of one box office attendant to work each event.

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. Additional fees include convenience charges and credit card charges; both of which will be paid for by the patron.

**TICKET EVENT INFORMATION:** Once all fees for the theatre rental are paid, event will be created on Ticketmaster. Process takes 3-4 days before tickets can go on sale to the public. **Please be mindful about the process when choosing a “preferred on sale date”.**

**PAYMENT:** Once event is over, licensee can expect amount of sales collected in form of a check. This process takes approximately 2-4 weeks.

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

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| Jo Long Theatre Little Carver Theatre |
| Name of Organization: |
| Contact Name: |
| Mailing Address: |
| City, State, and Zip Code: |
| Phone Number(s): |
| **Ticket Text: (Tickets have 3 lines of 25 spaces each for event information including 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** |
| **TAX EXEMPT? YES NO (If YES, tax exempt documentation MUST be provided before event goes on sale.)** |
| Ticket Prices & Sections **(include $1 preservation fee in the ticket price 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