

PROCEDURE

Effective Date: May 20, 2021

Approved By: Bob Putich, Director of Student Business Office

Authority: [POL-U5353.01 Ticketing Events](#)

See Also:

Document #:**Document Title:**

[FRM-U5353.01A](#)

WWU Ticketing Agreement Form

[FRM-U5353.01B](#)

Complimentary Ticket List Template Form

PRO – U5353.01A ISSUING COMPLIMENTARY TICKETS

Action by: Event Sponsor

1. **Submits** [WWU Ticketing Agreement Form](#) at least two weeks prior to the event.

Action by: Box Office Manager

2. **Ensures** complimentary tickets meet criteria as stated in the [Ticketing Events Policy](#) (sections 11 and 12).

Action by: Event Sponsor

3. **Submits** completed Complimentary Ticket List (using template) to Box Office prior to the event. Complimentary tickets are included in ticket inventory and can only be issued if tickets are on sale and available.
4. **Informs** ticket recipients that complimentary tickets:
 - a. Are to be redeemed by the individual listed on the Complimentary Ticket List (unless prior arrangements are made with the Box Office Manager).
 - b. May be redeemed in person or over the phone.
 - c. Are issued on a first come, first serve basis. Seats will not be held for the individuals on the complimentary list.

Action by: Box Office Employee

5. **Records** how many tickets are issued and initials Complimentary Ticket Form upon redemption.

Action by: Box Office Employee (cont.)

6. **Audits** comp tickets issued against list following event.
7. **Retains** copy of the Complimentary Ticket List for their records and tax liability purposes.
8. **Ensures** sponsoring department pays the per ticket fee on all complimentary tickets issued. See [WWU Fee and Rate Manual](#).