

TICKET AND INFORMATION CENTER

LETTER OF AGREEMENT

UPDATED 08.19.09



The TIC agrees to offer the following services to campus student groups, departments, schools and offices:

1. Ticket & RSVP Services

- a. Sell tickets to campus events, both online and in the Lerner TIC office during regular box office hours.
 - i. Ticketed events may be free of charge or have a ticket price.
- b. Register RSVPs online for any campus event including orientation events, lectures, symposia, concerts and other free events.
- c. Create events that are CUID only or CUID and non-CUID as well as efficiently check IDs when customers pick-up tickets.
- d. Take on the responsibility of cash handling, ticket sales and refunds.
- e. Allow event organizers to see how many tickets are sold and to whom through 24/7 online access.
- f. Transfer funds quickly through IDI or check for TC, BC & UTS.
- g. Act as an additional admin check for undergraduate student group events.

2. Marketing & Promotion of Event Services

- a. Promote events through:
 - i. CUArts weekly e-newsletter (12,000 subscribers)
 - ii. Listing on the TIC calendar
 - iii. TIC LCD Screens
 - iv. TIC Event Info One Sheet – updated daily
 - v. Facebook Fan page
- b. Assist organizations with marketing and the possibility of opening up their events to new campus audiences.
- c. Make the event tickets more accessible with regular window hours and online sales.
 - i. **Regular TIC Hours – Mon. 3 pm to 8 pm, Tues. – Fri. 1 pm to 8 pm, Sat. 3 pm to 10 pm, Sun. closed.**
- d. Create an archived record of everyone who attended the event and help campus orgs develop a stronger following by providing specific tracking patron information.

3. Merchandise Services

- a. Sell Merchandise for any campus event. i.e.:
 - i. Columbia Yearbook, Jester Magazine Subscriptions, Camping Equipment, etc.
 - ii. The TIC can sell anything as long as it does not need to be stored at the TIC

4. Off Site Services

- a. Campus groups and departments may request the TIC Staff to assist with their events in the following areas:
 - i. Extension of TIC Hours
 - ii. Staffing of Non Lerner Hall Ticket Pick up and Ticket Sales
 - iii. Front of House Services
- b. A charge of \$15 per staff member per hour will be deducted for the event settlement for these above services.

_____ agrees to do & provide the following in order to gain access to the above services.
(CU Group, Dept. or Organization)

Registration (Please check all boxes that apply to your organization)

- Register event TWO WEEKS prior to desired on sale date.
- Events submitted less than two weeks lead time will be ineligible for promotion through the TIC's LCD screens and newsletter.
- Submit completed online Registration Form
- Submit emailed advisor approval of event details. (*Undergraduate student group only*)
 - o **Undergraduate events** registered less than TWO WEEKS from the desired on sale date must have emailed advisor confirmation prior to event registration.
- Submit timely approval of all event drafts sent by TIC Manager

Fees (Please check all boxes that apply to your organization)

- Columbia University Student Organization**
 - We understand that there are no fees attached to registration, sales or promotion of events through the TIC for student groups.
- Non student organizations and departments**
 - We understand that there is a service fee of \$0.30 per ticket/registrant processed through the TIC which will be charged to our group and deducted from our event's financial settlement.
- Staffing & Customizations for ALL groups**
 - o A fee of \$15 per staff member per hour will be charged to groups for special staffing requests.
 - Please select any or all of the below requests:
 - TIC staff to coordinate (**circle one or both**) ticket pickup/day of sales outside of Lerner Hall
 - o Location: _____ Date(s): _____
 - o No. of Staff required: _____ Shift: _____
 - Extending Regular TIC Hours
 - o Desired Extension of Hours: Day(s): _____ Time: _____
 - Groups who have more than 10 events are eligible to have a unique events calendar with their logo.
 - A setup fee of \$250 per organization will be applied.
 - Desired Name of Calendar (6 character max): _____

Your Event Marketing (By checking the boxes below you agree to include the following information in all publications and emails :)

- All tickets are final sale. No exchanges or refunds.
- Ticketing and promotion provided by CUArts Ticket and Information Center.
- TIC Hours of Operation : Mon. 3 pm – 8 pm, Tues. – Fri. 1 pm to 8 pm, Sat. 3 pm to 10 pm, Closed Sundays
- Website: Tic.columbia.edu
- Some service fees may apply for online & in person orders.
- TIC Logo
- CUArts may review any publication or email sent by our organization before its release date to ensure that the above information has been correctly included. (Please email proofs to Rudy Scala, TIC Manager, ras2187@columbia.edu.)

Other Ticket Requests (By checking the box below you agree to the following terms)

- 24 hours advance notice** is required to print any ticket requests for the group or department's own use.
 - o This notice must be in writing, and can be emailed to ras2187@columbia.edu.
 - o This notice should include the number of tickets needed in each price range and whether tickets will be pulled as COMP or with a dollar amount on the ticket.
 - o Tickets will not be released verbally or on the spot in person without advance notice.
 - o Undergraduate student groups must also obtain emailed permission from their advisor.

Group Representative: _____

Date: _____

Advisor (*Undergraduate groups only*): _____

Date: _____

PLEASE **EMAIL** SIGNED AGREEMENT TO RAS2187@COLUMBIA.EDU, **FAX** TO 212 851 0775 OR
DELIVER IN PERSON DURING REGULAR TIC HOURS.