

# Dixie State University Policy

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## 447 Centralized Ticketing



### I. Ticket Sales

- 1.1 All ticketed events scheduled at Dixie State University (DSU) facilities, including but not limited to all ticketed athletic events, and events held in the Avenna Center, Burns Arena, Dolores Doré Eccles Fine Arts Center, and O.C. Tanner Amphitheater, must use the Dixie State University centralized ticketing system unless event sponsors have prior written approval from the DSU Central Ticket Office manager.
- 1.2 It is unlawful to reproduce a DSU ticket in any form other than a ticket holder printing a single copy of a print-at-home ticket. If more than one copy of a ticket is presented, the first use will be considered valid. Campus security will be asked to assist a ticket holder who wishes to dispute rightful use of a ticket.
- 1.3 A ticket holder automatically grants permission for his or her image or likeness to be used in connection with any live or recorded transmission or reproduction of an event for any purpose.
- 1.4 The Central Ticketing Office will not sell or distribute tickets not printed by that office.

### II. Refunds

- 2.1 If an event is cancelled, the ticket price and surcharge is eligible for refund for up to 30 days after the scheduled date of the event. A ticket surcharge paid with complimentary tickets is not eligible for a refund.
- 2.2 No refunds for single events included in season tickets or passes will be issued.

### III. Exchanges

- 3.1 Exchanges of tickets purchased for any University event will be allowed insofar there are multiple scheduled performances, seats are available, and an exchange fee is paid. Tickets can be exchanged for similar or lower grade tickets during regular box office hours. If a ticket holder wishes to exchange for available higher-priced seats, the difference in ticket price will be assessed in addition to the exchange fees. Complimentary tickets cannot be exchanged.
- 3.2 Exchanges of tickets purchased for events held by DSU lessees will be allowed under the procedures listed above if there are multiple performances of the

same event and if such exchanges are authorized in the lease and/or ticketing agreement.

#### **IV. Limited License**

- 4.1 A ticket is a revocable license, and admission may be refused for any reason and the ticket price will be refunded, less any surcharges. In addition, DSU and lessees reserve the right to terminate that license and eject without refund any individual whose conduct is disorderly, vulgar, or abusive; who fails to comply with DSU policies; who uses or attempts to use a ticket in a fraudulent manner; or who is in violation of applicable laws and regulations.

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Policy Owner: VP Administrative Affairs

History:

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