

# SAINT LOUIS UNIVERSITY

## CHAIFETZ ARENA TICKET POLICY

**Policy Number:** TBD

**Version Number:** 2.0

**Classification:**

**Effective Date:** June 1, 2018

**Responsible University Official:** Sr. Director of Business Services

### 1.0 INTRODUCTION

Saint Louis University hosts concerts, family shows, sports competitions and other events at Chaifetz Arena to generate revenue to support the arena and other University operations.

### 2.0 PURPOSE

The purpose of this policy is to define the University's ticketing policy for events at Chaifetz Arena.

### 3.0 PERSONNEL AFFECTED

Anyone who attends a ticketed event at Chaifetz Arena.

### 4.0 POLICY

1. All attendees of ticketed events at Chaifetz Arena Saint Louis University must purchase an event ticket at publicly available ticket prices.
2. Chaifetz Arena cannot guarantee the authenticity of tickets obtained through any other source. Counterfeit and other invalid tickets purchased through a 3<sup>rd</sup> party ticketing vendor will not be honored by Chaifetz Arena.
3. Admission is not guaranteed if tickets are invalid
4. The Box Office cannot print tickets purchased through a 3<sup>rd</sup> party
5. Tickets are good only for the event for which they are purchased and only for the seat that is issued.

### 5.0 RESPONSIBILITIES

The General Manager, Chaifetz Arena shall ensure that all attendees of ticketed events at Chaifetz Arena hold a valid event ticket for arena admission. The General Manager also will ensure that no complimentary or free tickets, beyond those specified through contractual relationships or approved marketing promotions, be made available to event attendees.

### APPROVAL SIGNATURES

The Sr. Director, Business Services, General Manager, Chaifetz Arena and the Vice President and Chief Financial Officer reviewed this policy.

**This policy has been reviewed by:**

**Jeff Hovey, Sr. Director of Business Services**

