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## TICKETED EVENT INFORMATION

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The following shall apply to any event selling tickets over five dollars (\$5.00) to the general public:

- 1) All tickets sold to the public will be ordered, disbursed, sold, refunded, and controlled by the Indiana Convention Center & RCA Dome or its designated ticket agency.
- 2) A six percent (6%) Marion County Admissions tax will be imposed on all tickets sold through our ticket office. This tax will apply to concerts, sporting events, and other public ticketed entertainment events. This tax does not apply to educational institutions, religious organizations, and events sponsored by an organization that is considered a charitable organization by the Internal Revenue Service for federal tax purposes. This tax should be stated on the tickets separate from the admission price. If you have any questions pertaining to the county admissions tax, contact your sales manager.
- 3) Personal checks will be accepted by mail order only until two weeks prior to an event. If they so desire, show promoters have the option not to accept checks. However, if checks are accepted, promoters must reimburse the Ticket Office at settlement for any check(s) returned for insufficient funds.
- 4) The Ticket Office accepts the following charge cards: Mastercard, Visa, American Express, and Discover.
- 5) **NO advertising and no ticket sales shall occur until signed contract and deposit are received and tickets are ready for sale.**

Indiana Convention Center & RCA Dome Ticket Office policies are as follows:

### TICKETS

- 1) Tickets must be ordered by Indiana Convention Center & RCA Dome Ticket Office management.
- 2) Ticket information needed thirty (30) days in advance of sale includes:
  - Name of show.

- Date of show.
- Time of show.
- Price of tickets.

- 3) To comply with Indiana State Board of Accounts, unused tickets are retained by the Indiana Convention Center & RCA Dome Ticket Office.

### MAIL ORDERS

When tickets are sold by the Ticket Office for events in the Indiana Convention Center & RCA Dome, mail orders will be accepted. These procedures should be followed when ordering by mail:

- 1) Name and date of event.
- 2) Number of tickets which may be ordered.
- 3) Price of ticket.
- 4) Time of Event (in case of multiple shows).
- 5) Special needs required for patrons (disabled seating, aisle seating, etc.)
- 6) **Daytime** telephone number.
- 7) All pertinent information from the charge card, numbers, expiration date, signature of cardholder and the 3-digit number on the back of the charge card.
- 8) Self-addressed stamped envelope should be included.
- 9) A handling charge of \$3.00 is incurred for mail order processing.

All mail order brochures must be approved by the ticket office **before** the brochure goes to print.

Mail orders received one week prior to an event will be held at the Will Call window. Picture Identification will be required for ticket pick-up.

### COUPONS

Sample coupons must be furnished to Indiana Convention Center & RCA Dome Ticket Office:

- For approval by Ticket Office management.
- Prior to tickets going on sale.
- To inform Ticket Office personnel.

Coupons are retained by Indiana Convention Center & RCA Dome Ticket Office to comply with Indiana State Board of Accounts rules and regulations.

## **TICKET SELLERS AND TREASURERS**

- 1) Ticket sellers
  - Minimum of two (2) sellers required.
  - Minimum work call of four (4) hours.
- 2) Treasurers
  - One (1) treasurer required.
  - Minimum work call of four (4) hours.

## **TICKET OFFICE SECURITY**

Armed security officers must be present in the Ticket Office at all times when tickets are sold in the Convention Center Ticket Office.

Armed security officers are not required in the RCA Dome ticket office during regular ticket office hours, Monday through Friday, 9:00 a.m. to 5:00 p.m.

## **ADVANCE SALES**

"Advance ticket sales" is defined as six (6) weeks prior to the show day for events held in the RCA Dome and four (4) weeks prior to the show for events held in the Convention Center. An additional charge will be imposed for extended sales periods.

## **OPEN HOURS FOR DAY OF SHOW SALES**

- 1) The RCA Dome Ticket Office will be open three (3) hours prior to show time until closing, which is after half-time/intermission unless otherwise advised.
- 2) The Convention Center Ticket Office will be open two (2) hours prior to show time until closing. Walk-up general admission-type trade show ticket office closes one hour prior to show closing time unless otherwise advised.

## **TICKET OFFICE ADVANCES**

- 1) Indiana Convention Center & RCA Dome Management does not make advances.
- 2) All funds are held for settlement after the conclusion of the event. Multiple-day

event funds are held until after the final performance.

## **TICKET OFFICE SETTLEMENT**

- 1) The date and time of the settlement is to be agreed upon by all parties concerned at the time the License Agreement is signed or not later than two (2) weeks prior to the event.

The final settlement is to be held no later than seven (7) days after the event.