WCSA Event/Event Registration Policies

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Amusement Rides/Novelties Policy

Only certain vendors are allowed to be contracted for events on campus. Approved vendors are listed below:

- Amusements rides – Hammerl Amusements
- Novelties – Blue Apple, Bobby K

Due to the risk management policy, no bungee rides/novelties or dunk tanks shall be allowed. If you would like to use a vendor that is not approved, please consult the associate director of Wilson Commons Student Activities.

Arrow Sign Policy

An arrow sign is a plastic mobile whiteboard that is used to assist event signage. To reserve the arrow signs in Wilson Commons, please submit a request using the online Equipment Rental Form. All arrow sign requests are to be submitted at least five business days prior to the start of the requested reservation date. Reservations are made on a first-come, first-served basis.

An email will be sent to the individual who submitted the initial request either approving or denying the request depending on if it can be accommodated. Please be aware that organizations are not guaranteed use of the arrow signs.

The requesting organization or department must pick up the arrow signs at the Common Connection.

Any loss, damage, or vandalism during use of the arrow signs is the responsibility of the group using them and will be charged based on the cost for repair or replacement.

Balloons Policy

Helium balloons cannot be given away as part of a program and must be tethered as decorations. If the event has balloons suspended with magnets (e.g., in the May Room), the sponsoring organization must work with Event and Classroom Management and/or the company that is hanging the balloons to arrange for removal of the magnets in a timely manner.
There are four ways to get helium and balloons for your event:

1. Hire a company like Balloon Effects International to decorate your event.
2. Rent a helium tank and regulator from a local company that delivers. You can purchase balloons and blow them up yourself. Please work with your advisor for this option.
3. Purchase a disposable tank from Party City, purchase balloons, blow them up yourself, and contact Norm Rhow at (585) 273-5501 to dispose of the tank when you are finished. Note: For smaller events, you will need less than 50 balloons.
4. Use the helium tank and balloons available in the Student Resource Room in the Ruth Merrill Center. Refer to the Student Resource Room Policy for more information.

The first option is more expensive, but involves little student volunteer effort. The second, third, and fourth options are much more affordable, but require advance preparation with the balloons, volunteers to blow up balloons, arrange them, and return the helium tank to the vendor (or dispose the tank).

Safety Requirements for Operating a Helium Tank

UR Risk Management policies require helium tanks to be secured in the proper way while on University property. Wilson Commons Student Activities (WCSA) has made arrangements to provide you with the necessary equipment and storage of helium.

Please follow these steps in order to ensure safety of yourself and others:

1. After you have ordered a helium tank, please contact WCSA to inform the staff of the anticipated delivery date.
2. When helium tanks are delivered to Wilson Commons, they must immediately be secured with chains and a padlock to a special helium tank cart at all times. When not in use, these tanks must be stored in room 304. You can gain access to this room through WCSA staff or the evening/weekend building manager. If you have ordered a tank through a vendor that delivers, please direct them to WCSA at Wilson Commons room 201.
3. When you are ready to blow up balloons, please contact the manager on duty in Wilson Commons in order to gain access to the tank.
4. Do not move the cart and tank. The manager will assist you in transporting them to the Ruth Merrill Center.
5. Once the equipment has been moved, remove the safety cap and attach the regulator/nozzle. You must blow up the balloons in the Ruth Merrill Center.
6. When you are finished with the cart and tank, the manager will assist you in transporting them back to the approved storage location.
Bonfires Policy

As soon as your group identifies that it wishes to put on a bonfire or s’more pits, you must meet with your primary advisor to discuss your intentions for the event. You will then schedule a campus providers meeting that includes your primary advisor, University Fire Marshal, facilities, public safety, and residential life review the event.

At the event the main **bonfire can be no taller than six feet**.

Approved Location

Bonfires and s’more pits can **only be held on Sage Lawn**. You can reserve the O’Brien Conference Room for event supplies night before/day of including wood, food, extinguishers.

Supplies

Supplies needed:

- # Wood (you must supply your own)
- # Hose (provided by facilities)
- # Fire extinguishers (provided by University Fire Marshal after the deposit is paid)*
- # Small burn barrels for roasting s’mores (provided by facilities)
- # Buckets of water next to small burn barrels (you must supply)

Only acoustic music is allowed at these events (no amplifiers).

* Event managers are must be trained on fire extinguishers by the Fire Marshal.

Staffing

At least 15 people must be staffing the event at any given time. If this number is not met, the event will not be approved. If your groups will be using the s’mores pits then you will need to add one additional person **per pit**.

Food

If food will be part of the event you must include the campus sanitarian as part of the campus providers meeting. Facilities will provide trash cans for the event.
Candles Policy

Flame Candles

Candles that can be lit are not allowed on the River Campus or in any University-owned residential building.

Use of Candles in the Interfaith Chapel Sanctuary

Candles can only be used during religious worship when the worship is led by a recognized and chapel-affiliated religious leader. Eucharistic candles, unity candles for weddings, Shabbat candles, and havdalah candles are permitted under the supervision of Interfaith Chapel chaplains or religious leaders. Oil lamps and incense sticks can be used for religious rituals under the supervision of a recognized and chapel-affiliated religious group leader. When vigils are held, electric tea lights can be used by those attending the vigil.

Battery-Operated Candles

To reserve the battery-operated candles in Wilson Commons, please submit a request using the online Candles (Battery-Operated) Request Form.

All battery-operated candle requests are to be submitted at least five business days prior to the start of the requested reservation date. Reservations are made on a first-come, first-served basis. An email will be sent to the individual who submitted the initial request either approving or denying the request depending on if it can be accommodated. Please be aware that groups are not guaranteed use of the battery-operated candles.

There is a $1 rental fee per candle per event. Any damaged or lost candles during the reservation will incur a $5 replacement fee.

The battery-operated candles must be picked up at the Common Connection after 9 a.m. and returned before 10 p.m.

The group must notify the assistant director of Wilson Commons at least 24 hours in advance if the candles will not be used on a particular day or if the group intends to cancel the rental in its entirety. Otherwise, the rental agreement will be considered null and the group's rental privileges for the remainder of the semester will be suspended.
Collection Drive Policy

Student organizations interested in hosting any collection drive (food drive, clothing drive, school supplies drive, etc.) must register the drive on CCC at least eight days prior to the start of the requested reservation date. Reservations are made on a first-come, first-serve basis. Each semester, Collection Drives can be registered for no sooner than the first day of classes and for no later than the last day of classes. Collection Drives may not be registered for during the semester breaks.

Currency CANNOT be collected in the donation boxes.

WCSA, as well as the departments and staff of the approved Collection Drive location, are not responsible for the theft of items placed in the donation box.

Collection Drive Location Policy

All approved locations for Collection Drives can be viewed in the CCC Event Registration form, but include various locations in Residence Halls, the Library, and Student Life spaces. Most locations can only host one Collection Drive box at once. A student organization may put a collection box in up to four spaces per drive. This number may change depending on the time of the year. Your student organization advisor will be able to advise you on what locations are available at what time. Any collection boxes placed in a location that is not on the approved locations list, or without an approved event registration, will be removed.

The Hillside Market location is only available to Food Drives hosted in conjunction with the Food Pantry.

Collection Drives may last no longer than two weeks. The student organizations must monitor the contents of the box on an on-going basis, and tidy-up or remove items as needed. Collection boxes must be retrieved the evening the Collection ends. Collection boxes that are consistently unmonitored, overflowing, or not collected by the morning after the drive ends will be removed.

Marketing and Advertising Policy

Student organizations hosting Collection Drives are responsible for providing their own donation boxes, and must clearly market and advertise their drive. Bins and boxes should be clean and not broken or ripped.

Bins and boxes must be clearly marked with information about the drive, including the name of the hosting student organization(s), the collection start and end dates, what is being collected, and who is benefitting from the collection.
Decorations Policy

All decorations and balloons must be removed by the sponsoring organization or department after an event. No decorations can be affixed to painted surfaces. No decorations should impede access to railings, stairways, or exits. All decorations must adhere to university fire codes.

Event Setups and Audio Visual (AV) Policy

Event support through Event and Classroom Management (ECM) is our preferred method of AV and furniture setup needs. If a different vendor is being used, the associate director of student life operations must give approval in advance.

To request services from ECM, please contact ecm@rochester.edu.

When ECM is setting up a room for an event, please respect their needs for the space. For example, pianos cannot be played while ECM is working in the space.

Expression Wall Policy

The Promotional Opportunities Form is online.

Awareness opportunities reservations last up to two weeks per group per project for the third floor display case and donation box in Wilson Commons. Reservations last up to one week per group per project for the expression walls. To ensure equal and fair access to others, groups cannot schedule consecutive reservation periods. If multiple groups are involved in the project, the reservation period is still limited to the aforementioned time limit.

These areas are NOT to be used to promote singular events. Past project examples include:

# Nationally recognized weeks or months
# Community weekends
# Awareness of social issues

The expression walls and display case cannot be requested on the same reservation; however, the donation box can be requested in conjunction with a reservation for the expression wall or display case.
Expression Walls are great spaces to promote awareness of social issues and nationally recognized weeks or months.

Expression Walls are located in:

Wilson Commons: Third floor hallway across from the single stall bathrooms near the Starbucks lounge.

Frederick Douglass Commons: Third floor lounge.

Usage Policy

# Expression Walls can be reserved for up to two weeks.
# Only one Expression Wall can be reserved at a time.
# Expression Wall displays can not overlap with chalkboard or display case reservations.
  ○ Collaborating organizations or departments cannot make additional reservations immediately following each display date ranges.

Reserving

Requests to reserve Expression Wall space must be submitted at least five business days prior to the start of the reservation. Requests can be submitted by filling out the Promotional Opportunities form.

An email will be sent to the requestor either approving or denying the reservation.

Food and Alcohol Policy

Events with Food

Events with food must use an approved caterer or follow the rules for food events on the Sanitarian's website. All events with alcohol in Wilson Commons and/or Douglass Commons must be catered by Meliora Catering. See the catering page for more information.

If using a drop-off catering service, the sponsoring organization is responsible for cleaning up and disposing of the garbage associated with the event. If the garbage in a room is full after a food event, the sponsoring organization must notify the building manager.
Eating Competitions

All participants must sign off on a physical liability release and Medical Emergency Response Team (MERT) must be on site for the event. The sponsoring organization is responsible for all cleanup.

Events with Alcohol

Any event involving alcohol must adhere to the University’s Drug and Alcohol Policy.

SWARM Monitors

Events with alcohol require organization’s to assign a SWARM monitors prior to the event date. All SWARM monitors must attend training through University Health Service (UHS).

One SWARM monitor is required for every 25 expected guests. SWARM monitor duties include:

# Being present throughout the event
# Making sure all NYS laws, and University of Rochester policies and guidelines are followed
# Monitoring for signs of alcohol poisoning, drug overdose, or other worrisome situations
# Watching for disruptive, harmful or unsafe behavior
# Knowing who else is monitoring the event and how to contact them in case of emergency
# Wearing the SWARM monitor t-shirt throughout the event*
# Check proof of age at the door for all guests entering the event
# Mark attendees as over or under 21
# Control the service of alcohol; anyone under the age of 21 or who are visibly intoxicated must not be served
# Frequently check restrooms and other areas where partygoers may be
# Keep unused rooms, such as bedrooms, locked and secure
# Ensure that nothing is blocking a fire exit
# Ensure occupancy limits for the house and rooms are obeyed

*All student organizations interested in hosting an event(s) with alcohol will be given up to eight t-shirts at no cost. Additional t-shirts, replacement t-shirts, etc. will be available for purchase. The price of each t-shirt is $10.
SWARM monitors cannot consume any alcohol or drugs before or during the event.

Food Truck Policy

Food Trucks

In order for a student organization to host a food truck on campus, they must complete a food truck application. This application is due by midnight on **August 10 for fall semester** events and **January 15 for spring semester** events.

There are limited times for student organizations to hold events with food trucks. The stronger your application, the more likely we’ll be able to support your event. We look for a number of things including extent of planning, expected attendance and audience, collaboration, and focus of event.

To host a food truck on campus, student organizations must:

# Have a plan to cover associated costs including:

1. The $30 permit fee per event
2. Up to $150 for facility services
3. Additional event costs
# Ensure the requested food trucks is on the authorized food truck list
# Confirm that their primary advisor on Campus Community Connection (or advisor’s designee) is present before, during, and after the event to supervise

Food trucks may also be allowed on campus as a catered event. Catered events are events where food is provided free to the guests and not sold to individual participants. If the event is catered, the event must be approved through the food truck event form through the campus Sanitarian's Office.

Events with food trucks cannot happen between Meliora Weekend and spring break due to weather concerns and timing.

During academic year breaks and summer sessions food trucks may also be allowed to sell on campus if sponsored by the Breaks Committee and/or the Arts, Sciences and Engineering Office of Summer Programs and Part-Time Studies.
The current approved locations with the number of trucks are: Southside (one truck), O'Brien (one truck), Wilson Quad (up to three trucks), and LeChase/Rettner Plaza (up to two trucks). They cannot be located in fire lanes, on pavers, behind the Sage Art Center, or on the Eastman Quad.

All food trucks will be required to provide the following:

# Certificate of insurance, naming the University of Rochester as an additional insured, evidencing the following insurance:
  ◦ General Liability Insurance with $1 million per occurrence/$2 million aggregate
  ◦ Auto Insurance with $1 million in coverage
# Workers' Compensation Insurance as required by New York State (NYS)
# Disability Insurance as required by NYS
# Copy of Monroe County-Issued Permit
# Copy of Current Food Safety Certification for at least one food handler
# Agree to follow the NYS sanitary code regulations for retail food trucks
# Allow for a Campus Sanitarian's Office inspection prior to or during the event

In addition, all food trucks must sign a contract with the University. Food trucks are not allowed on campus at any other time or occasion.

Questions should be directed to the Brian Magee, associate director of Wilson Commons.

Gambling Policy

In compliance with state and federal regulations, gambling is illegal and not permitted at the University of Rochester or among its student organizations. The following guidelines ensure compliance with these regulations:

# Monetary prizes cannot be awarded as the result of participating in a non-raffle event or activity.

# Students or organizations can charge a one-time entry fee to an event, but additional fees or charges cannot be included as part of an event.

# Students or organizations cannot bet on, wager on, or sell pools for any athletic event.

# Neither the University nor an organization sponsoring a poker tournament, casino night, or similar event can receive proceeds from that event.
A student organization charging an entry fee for a poker tournament, casino night, or similar event can only hold one such event per semester. These events cannot be held where alcohol is served.

**Poker Policy**

- We can have game nights- not poker nights but can play cards
- No money can change hands.
- No alcohol can be involved.
- Organizations can have chips and small prizes for winner(s) but no money can change hands and there should be no monetary benefit for the group running the program.
- No advertising to the public.

**Bingo Policy**

- Bingo events can occur as long as there is no entry fee to play to win
- Students or organizations cannot charge for Bingo boards

**Locations for events with animals**

All animals used for events on campus must be registered therapy animals from a known agency (e.g. Lollypop Farms, etc.). All student organization events involving animals must be registered in CCC.

Events with animals can be held in the following locations:

- Carlson Library
- Rush Rhees Library
  - Hawkins Carlson Room
- Wilson Commons
  - Hirst Lounge
  - May Room
- Douglass Commons
  - Ballroom
# Spurrier
  - Den**

# The Chapel
  - Brennan Room
  - River Level

# Hill Court
  - Slater Community Room

# Jackson Court
  - Wilder Lobby Lounge and Jackson Court Fireplace (outdoors)

# First Year Hill (including Genesee and Susan B Anthony)
  - Harper Lounge**

# Residence Quads (including First-Year Quad Burton-Crosby and Fraternity Quad)
  - Tiernan Community Room**

# Southside
  - Valentine Community room and Southside Courtyard (outdoors)

# Brooks Crossing and Riverview
  - Riverview Building F**

** indicates cat friendly

# Requests for exceptions should be directed to Lynn Stork for departmental requests or the WCSA Exception form: Request an Exception for student organizations.

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**Music/Sound Policy**

The building manager and/or Event and Classroom Management (ECM) will determine the appropriate volume level for events.

WRUR can provide DJ service for an event, but cannot provide additional amplification for events beyond a single announcer microphone.

ECM is the preferred vendor for sound in student life spaces. If you would like to use an alternative company, ECM will give you guidance on the process (i.e., insurance, etc.), recommended alternatives, and final approval for use of an alternative company. The associate
director of student life operations must be notified any time a vendor other than ECM is being used in a student life space.

## Off-Campus Events with Alcohol Policy

The Event Registration Committee will evaluate how many events with alcohol will permitted in a given weekend and on a given day. There is a current moratorium on bar nights that are not 21+.

Rules vary based off the type of event:

- **Formals**
- **Bar nights**
- **All other events with alcohol**

All off campus events involving alcohol must submit an [event request](#) at least two weeks prior to the event. After the event takes place, an [Assessment Form](#) must be completed for a group to preserve the ability to host events involving alcohol in the future.

The University reserves the right to cancel the event or restrict an invited guest from leaving the premises if, in their opinion, a significant health or safety issue exists.

### Formals

Any recognized group on campus may host a formal.

### Transportation Requirements

The sponsoring organization must provide bus or shuttle to the venues and only allow individuals to board the buses who have a University of Rochester student ID and whose names are on the predetermined guest list. There should be set times for busses to come and go.

Tickets should be used to control:

- Access to the buses by only those eligible to attend the event
- Traffic flow to the buses to prevent rushing to the buses by a crowd that could exceed the bus occupancy
The sponsoring organization must designate event managers whose responsibilities include managing the boarding of the buses.

Age Requirements

If the formal is to include students under 21, the group must have a reasonable number of students 21 years of age or older.

Public Safety Requirements

The sponsoring organization may be asked to provide, at its expense, ample Public Safety presence during the event. This will usually entail one officer station at the pick-up location for the duration of the event. The need for Public Safety will depend on the size and scope of the event and will be determined by the Event Registration Review Committee.

If additional Public Safety officers are needed for the event, the sponsoring organization will bear the expense.

Bar Nights

The Event Registration Review Committee will approve no more than one 21 and over bar night event per evening, and only on Thursday, Friday or Saturday nights. The University, through its designees, reserves the right to cancel the event or restrict an invited guest from leaving the premises if, in their opinion, a significant health or safety issue exists.

The sponsoring organization must designate at least two event managers. One must ride to venue with the group and being in charge all night one site. The other must remaining at the pickup/drop off location to ensure the boarding and unloading of buses runs smoothly. Event managers must also check University of Rochester and government-issued IDs.

Transportation Requirements

The sponsoring organization must provide bus or shuttle and verify attendees’ ages by at least two forms of identification (student ID and a government picture ID) prior to boarding the buses departing for the venue.

Stamps will be used to control:

# Access to the buses by only those eligible to attend the event

# Traffic flow to the buses to prevent rushing to the buses by a crowd that could exceed the bus occupancy
Monroe school buses should be used rather than the First Transit buses.

**Age Requirements**

All students using the busses and attending the event must be 21 or older.

**Public Safety Requirements**

The sponsoring organization must provide, at its expense, ample Public Safety presence during the event. This will usually entail one officer stationed at the pick-up location for the duration of the event.

If additional Public Safety officers are needed for the event, the sponsoring organization will bear the expense.

**Other Off-Campus Events with Alcohol**

The Event Registration Review Committee, or the associate dean of students, shall review and approve or deny all requests for events. Factors to be considered will include the:

- Type of establishment
- Timing of event
- Historical data
- Intended audience

The sponsoring organization may be asked to designate event managers per the event registration process whose responsibilities include managing the boarding of the buses (if applicable).

**Transportation Requirements**

The Event Registration Review Committee, or the associate dean of students, will determine whether transportation must be provided to the event location. If transportation is required then the sponsoring organization must provide transportation at its expense.

If transportation is required the sponsoring organization may also be asked to provide, at its expense, one or more public safety officers station at the pick-up location for the duration of the event. The need for public safety will depend on the size and scope of the event and will be determined by the Event Registration Review Committee.
If additional Public Safety officers are needed for the event, the sponsoring organization will bear the expense.

**Paint/Tie-Dye, and Messy Events Policy**

Banner painting can only occur in Hirst Lounge in Wilson Commons. See the Banner Policy for details.

If paint, tie-dye, glitter, or other potentially messy substance is being used during an event, the sponsoring organization is responsible for covering and protecting all tables, surfaces, and floors surrounding the event space. Sponsoring organizations can work with Event and Classroom Management to provide plastic to cover event areas.

Only water-based art supplies can be used during an event.

All paint brushes and other equipment must be cleaned in a janitor's closet sink. This can be accessed through the building manager. Supplies should not be cleaned in bathroom sinks.

If event participants need to use the bathrooms to clean themselves up after an event (e.g., throwing cream pies, food sales, etc.), the sponsoring organization is responsible for providing the supplies for the participants to clean themselves off and must check the bathrooms after the event.

If something does spill or make a mess, the sponsoring organization is responsible for contacting the building manager immediately.

**Physical Activity Policy**

All participants must sign a physical liability release and Medical Emergency Response Team (MERT) must be notified of the event.

**Risk Management Plan Policy**

Your event may need a risk management plan if it includes:

# Food
# Alcohol
# Busing to a location
# Ticketing

These plans should be specific to the event being hosted. For each risk area (food and sanitation, alcohol, transportation, ticketing and money management, crowd management), the plan should address what the group’s strategies are to avoid risk before and during an event, and control risk once it has been identified. Your advisor can help you create a comprehensive risk management plan.

See the public safety event services page for information about how they assist with events.

## Showing Movies/Films Policy

Any time a student organization is showing a movie as part of an event, it must be registered through CCC. The advisor will tag all necessary individuals to make sure that all copyright laws are followed.

See the film and video copyright page for more information.

## Social Event with Off-Campus Guests in Public Spaces Policy

Any time a student organization hosts an evening party/social event with off-campus guests in a public space (May Room, Feldman Ballroom, etc.) the policy below must be followed.

Off-campus guests needs to sign up on a google document prior to the event. The Department of Public Safety will allow guests to be added to the list up to 6 p.m. the night of the event. Guests will need to show valid college ID upon arrival. Names must be checked off the list when entrance is made.

All fliers and publicity must acknowledge that only pre-signed up guests with valid college ID will be admitted. We strongly urge all publicity to go through collegiate channels.

The organizers of the event will meet with public safety prior to the day of the event to talk through good risk management strategies and will be present and available during the event.
An advisor and other representative from the department that houses the organizing group must have someone in attendance at the beginning of the event to make sure all proper signage is utilized and the event is properly staffed.

Price escalation will only be allowed if the group follows these protocols:

# Well-advertised cut-off times for early pricing on all promotional materials including flyers, Facebook events, email invitations, and CCC submissions
# Designated volunteers to work the line for 15 minutes leading up to the advertised cut-off time
# Raffle tickets or wristbands to designate all guests who arrive in the line before the cut-off time
# Five to ten minute grace period, determined by Public Safety, on a case-by-case basis

### Ticket Policy for Hosting Organizations

The Wilson Commons Student Activities (WCSA) Ticket Program offers several options for selling tickets to events sponsored by Student Organizations and University departments. Using University tickets you and your customers can see your event online and read information about the event: Visit University Tickets. Tickets can be sold online and/or at The Common Market for UR students, faculty, staff and the general public. Non-University affiliated groups are not permitted to sell tickets through the WCSA Ticket Program.

### Ticketed Event Policies

# Ticket sales are only available during the academic year.

# All ticket requests must be submitted on the Campus Community Connection (CCC) for ticketed events utilizing the WCSA Ticket Program.
  ○ Events that have multiple showings must have a Ticket Request Form submitted for each individual showing.

# Ticket Request Forms will be reviewed by the WCSA Ticket Team and the organization’s primary advisor before going on sale.

# Tickets for new events go on sale every Monday morning at 11:00AM when The Common Market opens. This applies to both in-person sales as well as online sales.
  ○ Tickets will not go on sale on federal holidays or when the University is closed.
# Ticket Request Forms must be submitted no later than Wednesday at 11:59PM to qualify for the following Monday on-sale date.
  ◦ If requesting the Mobile Box Office the ticket request form must be submitted two weeks before the event.

# Online sales end at 3PM the day of the event or 3PM on Friday for events that occur over the weekend so that a will Call list can be generated.

# Pre-printed tickets may be requested by Departments and Graduate Organizations.
  ◦ Pre-printed tickets display the price of the ticket and are typically sold at the door of the event.
  ◦ Tickets will be available for pick-up at 11:00AM at the Common Connection desk (Wilson Commons 201) the Monday the tickets go on sale.

# Complimentary (comp) tickets can be requested by Departments, College Student Organizations, Fraternity & Sorority Life, and Residential Life Groups can request
  ◦ Comp tickets display $0.00 as the price of the ticket. These tickets are typically used for event managers, advisors, giveaways or special guest tickets.
  ◦ College Student Organizations requesting more than 15 comp tickets will need approval from their primary advisor.

# Tickets printed at The Common Market appear as follows:

  ◦ “Off-the-Stack” tickets may be sold at The Common Market. These tickets are provided by the hosting organization and are not printed at The Common Market (ex: movie theater tickets, tickets to Darien Lake, etc).
    - Tickets, along with any additional relevant documents such as travel sign-up sheets, must be delivered to Wilson Commons 201 no later than the Friday prior to the Monday on-sale date.
    - Student Organizations must receive approval from both their primary advisor and the WCSA Ticket Team to sell “Off-the-Stack” tickets.
  ◦ Tickets sold at The Common Market will be available for purchase with cash, credit card, and URos, unless the hosting organization specifically requests one of these options be removed. Online purchases can be made with credit card only.
    - Events that utilize Meliora Catering, may sell tickets using declining funds, following approval from Meliora Catering and the WCSA Ticket Team. This approval can be requested on the Ticket Request Form.
      - See appendix A for more information regarding the guidelines for declining.
- Closed events with a predetermined guest list are not allowed to use the WCSA Ticket Program (ex: ABC123 club wants to take a predetermined group of members to a Red Wings game).

# Student Organizations that are hosting an event with restrictions on who is eligible to purchase a ticket can still use the WCSA Ticket Program.
- A list of eligible participants must be provided prior to the start of ticket sales.

# College Student Organizations selling tickets to events or requiring ticket printing services, must utilize the WCSA Ticket Program.
- Fraternity and Sorority Life organizations and Residential Life Groups are not required to use the WCSA Ticket Program.

# College Student Organizations, and programs that have received supplemental funding must have a price difference between student tickets and non-student tickets. With an exception for Catered meals.
- Budgeted events, events receiving supplemental funds, and tickets sold with declining Ticket prices for Catered meals must be equal to the cost of food and beverage (plus administrative fees).

# All College Student Organizations, Fraternity and Sorority Life, and Residential Life Groups must adhere to the policies listed in the Event Registration Policies and Guides View the Event Registration Policies and Guides.

# Exceptions to this policy can be requested through the WCSA Exception form: Request an Exception.

**Door Sales**

# Mobile Box Office is not available for University Departments and Graduate Student Organizations.
- University Departments and Graduate Student Organizations interested in offering at door sales can request pre-print tickets.

# College Student Organizations must use the WCSA Ticket Program for at the door sales.
- This includes funded and non-funded organizations.
- Fraternity & Sorority Life groups using the WCSA Ticket Program for sales at The Commons Market or online, must follow the door sale/MBO policy.
- Events with less than 50 guests that wish to offer door sales, will be required to sign out petty cash and a cash box through the WCSA Ticket Program. The Student Organization will be responsible for selling tickets at the door.
- Each petty cash bag will come with a pre-determined amount of cash and a reconciliation sheet.

- If the event happens during the week, the bag will be ready to be picked up by 12 noon that day from the SOFO office. If the event is on the weekend, the bag must be picked up by Friday at 3pm.

- Immediately following the event, the Student Organization must return all of the cash (petty cash and earned income), the complete reconciliation sheet and the cash box/bag, to the Common Connection in Wilson Commons.

○ Events with 50 or more guests must use the Mobile Box Office for all door sales.

- The Mobile Box Office will accept cash and credit card sales.

- The Mobile Box Office will be staffed by a student employee of WCSA

  - If an event requested door sales and sells out prior to the event date/time, then a box office student employee will distribute online tickets at the event.

# All door sale tickets must be sold at the general public ticket rate.

**Ticketed Event Fees**

# Current ticket event fees are as follows:

<table>
<thead>
<tr>
<th>Event and Ticket Fees</th>
<th>College Student Organizations and Fraternity &amp; Sorority Life</th>
<th>University Recognized Graduate Organizations</th>
<th>University Departments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Common Market Only</td>
<td>$0</td>
<td>$15</td>
<td>$35</td>
</tr>
<tr>
<td>Online Only</td>
<td>$0</td>
<td>$15</td>
<td>$35</td>
</tr>
<tr>
<td>Both The Common Market and Online</td>
<td>$0</td>
<td>$20</td>
<td>$40</td>
</tr>
<tr>
<td>Pre-Prints Only</td>
<td>$0</td>
<td>$10</td>
<td>$25</td>
</tr>
<tr>
<td>Price Per Ticket Printed</td>
<td>$0</td>
<td>$0.18</td>
<td>$0.22</td>
</tr>
</tbody>
</table>
If your event is canceled, you may be assessed applicable fees.

# Hosting Parties will be required to pay event fees based on the sale option(s) requested. There will also be a printing fee for each individual ticket printed. These fees will be subtracted from the profits of ticket sales.

# Events with complex ticketing requirements or special requests may be subject to additional fees at the discretion of the WCSA Ticket Team.

**Post-Event Expectations**

# After the completion of an event, WCSA staff will confirm final sales numbers and submit these figures, via email, to the hosting organization’s business manager, event coordinator, and primary advisor as listed on the Ticket Request Form. Please allow for up to one month for this communication to be processed and sent.

# Once the above email is sent, the revenue less event and printing fees will be disbursed to the hosting parties.

  ○ College Student Organizations, Departments, and Graduate Organizations, net sales will be transferred internally into their account(s).

  ○ Fraternity and Sorority Life net sales will be issued via check.

**Ticketed Events Requiring Travel**

# Events that involve traveling more than 25 miles away from campus (using Rush Rhees Library as your starting point) must adhere to the Group Travel Policy: [View the Group Travel Policy](#).

# For these events, ticket sales will end when The Common Market closes one business day prior to the event date, or 3:00PM on Friday for weekend events.

# Ticket sales are limited to *one ticket per person* and will only be sold to the individual who is attending/traveling. Sales are limited to currently enrolled undergraduate students who have completed their individual travel waiver. These tickets are non-transferable.

**Ticketed Events with Catered Meals**

# The Ticketed Events with Catered Meals policy only applies to College Student Organizations, Fraternity and Sorority Life, and Residential Life Groups.

# Ticket sales will end the night before the caterer’s final head count is due when The Common Market closes.
Declining Guidelines

# Students and Student Organizations may request to use declining as a method of payment for Catering Events on the University of Rochester River or Eastman Campuses.

# Declining can only be used towards the ticket price (equal to the cost of food) at an event ordered through Meliora Catering.

# Declining cannot be used to pay for alcohol or alcohol-related expenses.

# Declining cannot be donated to help cover the cost of an event.

# A student organization cannot use both the WCSA Ticket Program and Meliora Catering to collect declining for an event.

# Declining can be used to cover the costs of ticket fees through The Common Market as well as the Meliora Catering Administrative Fee.

# A final guest count must be sent to Meliora Catering by 9am at least three business days prior to the event.

# The total guest count provided to Meliora Catering will be based off of the actual number of tickets sold.

Ticket Purchases

General Purchasing

# To purchase any tickets, customers must have a University Tickets

# Ticket sales are conducted at The Common Market with cash, credit card, or URos. Certain events may accept Declining as well.

# Tickets to certain events are available online by credit card only at University Tickets.

  ○ All faculty, staff, and general public customers purchasing tickets online will be charged an online convenience fee of $4.

  ○ There is no convenience fee for undergraduate students purchasing tickets online.

  ○ All online tickets are will call only, the customer’s name will either be added to a Reservation List or have a physical ticket available for pick at the door of the event. E-tickets are not accepted.
Some ticketed events also have tickets available for purchase at the door of the event. Door sales run by The Mobile Box Office will accept cash and credit card sales. All other door sales will accept cash only.

Student organizations and university departments that wish to purchase tickets via Blue Requisitions may bring the completed requisition to The Common Market during its normal operating hours.

Ticketed Events Requiring Travel

Ticketed events located 25+ miles from campus require an Individual Travel Waiver to be submitted.

- For more information on the Group Travel Policy visit WCSA’s Off Campus Trips webpage.

Customers that fail to complete an Individual Travel Waiver prior to purchasing a ticket for the event are not authorized to purchase a ticket, nor are they authorized to travel.

These events have a one ticket per person maximum and are only able to be sold to the individual traveling.

- University departments wishing to purchase multiple tickets for these events must submit a list of attendees, all of whom are required to fill out the Individual Travel Waiver prior to the department purchasing the tickets.

Refunds and Cancellations

All ticket sales are final and WCSA will not issue any refunds or returns. Exceptions to this policy may only be provided if an error was made at the time of sale by a staff member or The Common Market employee.

If an event is cancelled or postponed, affected customers will be notified via the email address associated with their University Tickets account, and provided three windows of time that they can pick up their refund. If the customer cannot make any of the designated times, the customer must schedule an appointment within five business days of the initial email or forfeit their refund.

- The physical ticket, original form of payment, and ID must be present at the time of the refund.