

Husky Union Building Policy	
Policy Name: Admissions, Ticket Sales, and Event Staff	Effective Date: July 2024
Custodian of Policy: HUB Event & Info Services/Ticket Office	Last review: July 2024
Section C Policy 3.0	Next review: July 2025

### Policy Statement

As the community center for the UW Seattle campus, the Husky Union Building (hereafter referred to as the HUB) fosters campus life through an emphasis on events and activities planned and coordinated by, and beneficial to the campus community. The HUB is committed to providing services and staffing for these programs to add to their success.

### Policy Rationale

This policy has been developed to provide guidance for ticket sales, event admission, and general event planning. The HUB must also maintain building and occupancy safety regarding capacity monitoring and cash-handling security. The number of tickets available will be determined by EVIS based on the room setup, expected volunteers and staff members for the event.

### Policy Enforcement

The HUB Event & Information Services (EVIS) office shall administer and enforce this policy. Misrepresentation of the nature of the activity or failure to fully disclose pertinent details regarding the requested meeting or event may result in additional charges or denial of future facility use. Registered Student Organizations (RSO) may face additional sanctions as determined by the Student Activities Office (SAO).

### Policy Overview

For all RSO, ASUW, and GPSS events in the HUB, including the HUB Lawn, public spaces, and Southwest Dining, all ticket sales (including online) must be conducted through the HUB Ticket Office. Ticket sales at the door are prohibited with **exemptions** listed in the section below.

### Suggested Monetary Donations

Taking monetary donations at the door required or suggested for entrance to an event program makes the event equivalent to a ticketed event, and organizers must follow all policies outlined in this document.

### Ticket Sales and Ticket Printing

Ticket sales and printing must be arranged with the HUB EVIS office for ticket printing and/or selling options. All events in the HUB must use HUB ticket stock and ticketing software.

### Event Staff/Ticket Takers at the Door

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For any ticketed event in the HUB, EVIS will determine the number of Event Staff or Ticket Crew to be assigned. HUB Event Services determines staffing based on specific room/venue, number of entrances/exits, expected attendance and event history (if any) in consultation with the Student Activities Office and/or other venue operators.

### Cancellations

Ticketed events follow the same HUB Reservations Cancellation Policy which includes rescheduling reservations. Please refer to your Quote or Confirmation for your Cancellation deadline. Cancellations after this date will incur fees.

We cannot guarantee refunds for canceled events or date changes.

### Chargebacks

In the event of a chargeback, the client is responsible for the lost revenue as well as any fees associated. As chargebacks can occur up to one year after an event, the HUB reserves the right to collect these charges after the final invoice has been issued.

## EXEMPTIONS

UW Departments & Off-Campus customers are exempt from these policies.

HUB Event Staff will be assigned for capacity purposes and to ensure compliance with this policy. If an event is expected to have fewer than 200 people in attendance, Registered Student Organizations & ASUW/GPSS entities may conduct advanced sales and door sales on their own in consultation with the Student Activities Adviser.

Scrip Events are not required to sell tickets through EVIS so long as a scrip purchase is not required for entry. Should you opt to have HUB ticketing services for your Scrip Event, all sales must be conducted exclusively through the HUB. *Add definition for scrip tickets.*

Non-UW vendors conducting booth/table sales for food and/or merchandise sales to event attendees may conduct their own sales. The hosting Registered Student Organization, ASUW/GPSS entity, or department contracts directly with these vendors. The HUB is not responsible for any security or accounting associated with sales conducted by vendors.

Registered Student Organizations should refer to funding guidelines separately; as these guidelines are created and managed by a separate organization.

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### HUB Event Services Staff (Ticket Scanning Crew)

For Admitting services for non-HUB campus venues, HUB Event Services Staff (Ticket Crew) may be available by request for events hosted by Registered Student Organizations, ASUW and GPSS programs. These programs must take place during standard HUB building hours and must be done with the support of the group’s Student Activities Office advisor and pending staffing availability. HUB staff are required for any event using ticket scanners. HUB Event Services Staff are not available for off-campus venues.

Ticket Crews are charged at an hourly rate to the requesting organization. On-site, day of ticket sales must be conducted online for non-HUB locations. HUB Event Services will add transport and preparation time as needed, minimum one (1) hour total.

Unsold ticket stock (with inventory documentation) must be turned into the HUB Event & Information Services office no later than one (1) full business day prior to the event date. To increase online ticket sales, physical ticket stock must be returned to ensure capacity is still being considered. In cases where HUB staff are managing admission at the door, we will also require the submission of an alphabetized Will Call/Complimentary Ticket list.

### References

RSO Policy Guide: <https://hub.washington.edu/get-involved/sao/rso-benefits-training-policies/rso-policy-guide/>

### Definitions

**Advance Sales:** Ticket sales conducted prior to the event start date/time. Often advance sales are provided at discounted rates to encourage attendance.

**Complimentary Tickets:** Tickets provided for admission to an event at no cost to the attendee.

**Donations:** Seeking donations for a club or organization. Not required for admission to an event or participation in any activity.

**Door Sales:** Ticket or scrip sales day of for direct admission. Often door sales are at a slightly higher rate.

**Event Staff/Ticket Crew:** HUB Event Services staff for event management, admissions, capacity and/or door monitors.

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**Guest List:** A list of the people invited to a particular event. Most often, admission to the event is at no cost to the attendee.

**Off-Campus Vendors:** Non-UW affiliated vendors contracted by the host organization.

**Registration Fees:** Usually for conferences, meetings, training sessions. Fee paid prior to an event or meeting that may help the host organization cover fees associated with facility costs, guest speaker costs, food/beverage, etc.

**Scrips:** Tickets sold as a method to participate in activities or purchase food or merchandise in lieu of cash. Scrips are not considered event admission tickets.

**Suggestion Donation/Sliding Scale Donations:** Payment for an event where admission is dependent on a financial donation. This is equivalent to a ticketed event.

**Ticket Stock:** Uniquely printed paper that is approved for use at ticketed events. Customized with specifics of event date, location, time, etc.

**Ticketed Events:** Events requiring a ticket for entry.

**Will Call:** Relating to a place (in the HUB, usually a table at the entrance of the room) where items previously purchased can be picked up.

### Questions/Exceptions

Exceptions are evaluated on a case-by-case basis by the HUB Associate Director of Event and Information Services. Meetings and exceptions may be requested at the email address below.

### Contact

HUB Associate Director of Event and Information Services; [hubres@uw.edu](mailto:hubres@uw.edu)