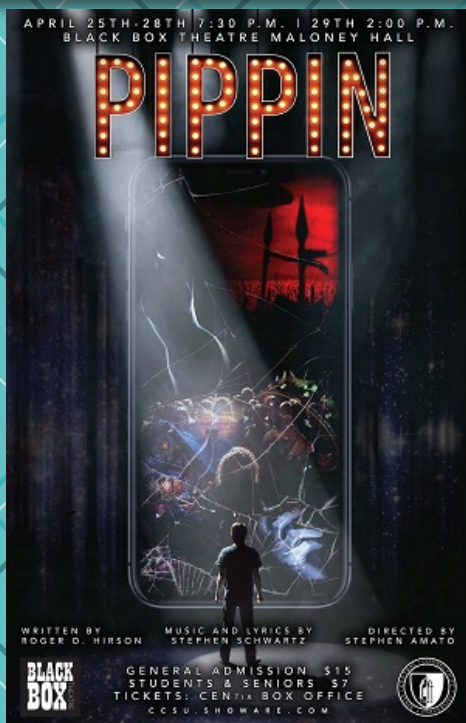


Student Center Mission

The Student Center provides services and facilities, and supports programs which enhance the growth of the campus community. Students are developed and educated through active participation in all we do. Our quality is determined by the people we serve!



Other Services Offered

Commuter Mailbox Rentals
Commuter Locker Rentals
Faxes
CT Transit Bus Passes
Cash Boxes

Frequently Asked Questions

1. What method of payment is accepted at the CENtix Box Office?
A. Cash, Blue Chip, Check, Credit Card.
2. What information is needed to purchase tickets?
A. Your name, address, phone number, email address.
3. Can I purchase tickets online?
A. For some shows, via tickets.ccsu.edu
4. Can I reserve tickets over the phone?
A. No, all sales must be in person or online.
5. Can someone else pick up "Will Call" tickets on my behalf?
A. No, a form of identification is needed to verify your identity to pick up tickets.
6. What proof of identity can I use to pick up "Will Call" tickets?
A. Any state issued ID, Blue Chip ID, or Passport.
7. Can I refund my tickets?
A. That is up to the organization selling tickets. The Box Office does not facilitate refunds unless express permission is given.
8. What other services at the CENtix Box Office?
A. Commuter Lockers, Mailbox Rentals, CT Transit, faxes, bus trips, on-campus events, etc.
9. If I want to sell tickets for an event, how far in advance must I submit my request?
A. Your request must be submitted at least 10 business days prior to the start of sale.
10. Who do I talk to about being able to see how many tickets have been sold for my event?
A. You will be set up with a reporting account to be able to view your sales. Or, you may contact Tiffany Moffo Simpson, Assistant Director, at (860) 832-1972 or Alicia Torello, SC Graduate Intern, at (860) 832-1963.
11. How and when do I receive the profits earned from my sale?
A. A journal voucher will be submitted shortly after your event has concluded, and you should receive your profits within one month.
12. Are there fees for refunds or cancellations?
A. If a show is cancelled or altered, which results in refunds offered, additional fees may apply.

CENtix



CCSU

STUDENT CENTER

Purchase Tickets at:

tickets.ccsu.edu

&

CENtix Box office

at The Student Center
Information Desk

In Session

Hours of Operation

Mon-Fri: 9:00AM-10:45 PM

Saturday: 9:00AM-10:45 PM

Sunday: 12:00PM-10:45PM

stdctr.ccsu.edu (For break hours of operation)

This brochure is intended for those groups looking for CENtix to sell tickets for their program

TMS 8/21/18 - Division of Student Affairs
Equal Opportunity Employer and Educator

How to Request the Sale of Tickets

1. Indicate to Central Reservations Office (for Student Center events) or Event Management (for outside of Student Center events) that you would like to sell tickets for your event.
2. Fill out the CENtix Ticket Order Form (available at tickets.ccsu.edu) or stop by the Student Center Operations Office (for Student Center, Hilltop Cafe, and Memorial Hall events).
3. Email your form to Tiffany Moffo Simpson at moffot@ccsu.edu or stop by her office in Student Center Room 116.
4. Tiffany Moffo Simpson or Alicia Torello will contact you to review details of the sale and your Ticket Report account.
5. Tickets will go on sale on the date provided, or approximately 10 business days after submitting the CENtix Ticket Order Form.
6. Earnings from your sale will be processed within 30 days.

****Performances with extensive needs may result in additional labor charges due to configuration services.**

CENtix

How to Buy Tickets

CENtix Box Office – Student Center
Information Desk
tickets.ccsu.edu

Fees

In effort to recover the out of pocket costs for the ticketing license software, tickets, labor, and other processing charges, below you can find the following fees associated with selling tickets:

\$.50 per ticket – *To the Student Center (for licensing, processing, materials) Assessed to all tickets for Box Office, Call Center, Online (includes comp tickets).*

\$.50 – *Credit Card Convenience Fee (University charges 2.5% fee to all credit card transactions.)*

\$1.25 – *Online order (fee to ShoWare)*

\$1.50 – *Mail Service (Domestic)*

\$.50 – *Comp tickets (Charged to the sponsoring organization.)*

\$.50 – *Cancelled show – When not due to University closing or inclement weather, the sponsoring organization is responsible for this fee.*

\$.50 – *Refunded ticket – If a show is cancelled or altered, which results in refunds, additional fees may apply.*

Delivery Options

- Print at Home
- Online – at time of online purchase

Locations to Sell

Please note that all locations other than the Student Center Information Desk may be subject to extra fees to support the ticket service request.

- Student Center Information Desk
- Maloney Black Box Theatre
- Welte Auditorium
- Davidson Torp Theatre
- Kaiser Hall
- Devil's Den Box Office

Timeline for a Successful Sale

1. Book your space as early as possible. Central Reservations Office will book your space up until two weeks out.
2. Submit your CENtix Ticket Order Form two weeks before you wish your tickets to go on sale.

