

**AUSTIN PEAY STATE UNIVERSITY  
POLICIES AND PROCEDURES MANUAL**

Policy Number: 4:024	Supersedes Policy Number: 4:024
Date: August 10, 1990	Dated: August 1, 1986
Subject: Athletic Ticket Policy and Ticket Office Procedures	
Initiating Authority: Director of Athletics	TBR Policy/Guideline Reference: B-043
Approved:  President: Signature on File	

**General Statement**

Gate receipts from athletic events are an important source of revenue for the Austin Peay State University Intercollegiate Athletic Program. Admission charges are a user fee, necessary to generate funds for operation of the program because state appropriations and student fees do not and should not be sufficient to cover total operational costs. In order to insure proper management of tickets issued for athletic events, Austin Peay State University has implemented procedures to control ticket distribution and accounting for gate receipts.

**I. General Ticket Procedures**

- A. The price of tickets is recommended by the Athletic Director and approved by the Athletic Committee and the President prior to the printing of the tickets.
  - 1. A ticket is assigned to each seat available for occupancy except in designated student sections for all home football games.
  - 2. The price is based on the ticket prices of other conference schools and opponents.
- B. Procedures for securing, distributing, documenting and controlling tickets (See Attachment A).
  - 1. Tickets are received thru the normal University receiving process and verified against ticket manifest from shipper.

2. The tickets are then delivered to the Athletic Ticket Office. The Ticket Manager (Technical Clerk) is responsible for the distribution of all tickets.
  3. All season and individual ticket sales are conducted from the Ticket Office or at the game site (see Attachment B) unless approved by the President or his designee.
- C. All money received is deposited in the Business Office and credited to the proper account.
- D. All persons admitted to an athletic event for which there is an admission charge must provide a valid ticket, valid APSU student I.D., or other pass provided for or approved by the President or his designee.
1. Gate and/or doorkeepers are utilized to insure that persons who are admitted to athletic events have a valid ticket, a valid APSU student I.D., or an appropriate pass.
  2. Security personnel and ushers are maintained to enforce seat assignment and appropriate conduct at athletic events.
- E. The Ticket Manager (Technical Clerk) is responsible for accounting for all tickets issued for each game.

## II. Complimentary Tickets

- A. Complimentary tickets are those tickets given to individuals to express gratitude or appreciation for services, contributions, or other assistance to APSU. All complimentary tickets shall be charged to a University account and credited as athletic revenue.
- B. Complimentary tickets must be approved by the President or his designee, the Athletic Director, and the department head whose account the tickets are to be charged. Copies of all requests for complimentary tickets are kept on file in the Ticket Office. These requests contain the name, account number, cost, and purpose of issuing the ticket(s).
- C. Complimentary season tickets will either be picked up in the Ticket Office or delivered by a University representative. All tickets must be signed for by the recipient. Tickets may be mailed if it is reasonable and most practical distribution method.

- D. Individual game complimentary tickets are held at the "Will Call" window for pick up by the person authorized to receive them; signatures are obtained when tickets are picked up.
- E. A listing of complimentary tickets will be prepared and approved by the President or his designee prior to each event and filed for audit purposes. The listing and Form APSU/AF/AD/030 will contain the name of the individual who will receive the ticket, the account to which the cost of the ticket will be charged, the cost, and the purpose of issuing the ticket.
- F. All tickets requested and granted as complimentary are charged to appropriate accounts regardless of whether they are picked up.
- G. There must be a Form APSU/AF/AD/030 for complimentary ticket(s). The individual authorized to receive the ticket must acknowledge receipt of the ticket(s) by signing for them.
- H. Complimentary tickets issued to athletic endowment scholarship donors, Governors Club major donors, Athletic staff members and other special groups as approved by the President or his designee shall be charged to a special Athletic Department expenditures account and credit will be given to the appropriate athletic account for these tickets for control purposes only. No institutional funds shall be transferred to athletics for complimentary tickets enumerated in this paragraph (H).

### III. Student Tickets

Student seating is in designated areas and student entrance to athletic events is gained by presentation of a valid I.D.

### IV. Group Tickets

Tickets for group and special promotional events are submitted for review and approval by the Athletic Director and President or his designee prior to their implementation. These are not complimentary tickets, but all such tickets shall be accounted for by the Ticket Manager.

### V. Special Passes

- A. A listing of special passes issued for each event will be prepared and filed for audit purposes. The listing will include the number of passes by user category, the pass numbers, the purpose of issuing the pass, and to whom the pass was issued.

- B. Faculty members who retired prior to September 1984, are authorized two (2) complimentary season tickets to football and basketball. Faculty who retired in September of 1984 and later and all other retirees may purchase two (2) season tickets at half price. These tickets must be picked up and signed for in the Ticket Office by the retiree. The Personnel Office will provide the Athletic Office with a list of retirees.
- C. Press passes are controlled by the Sports Information Office. Passes for game workers and concession workers are controlled by pre-numbered passes signed for prior to the game and worn in a visible manner at all times. These passes are controlled by the Office of the Athletic Director.

VI. Other

- A. Admission to the President's box in the east side press box is controlled by special passes issued from the President's Office. Records are kept in the President's Office.
- B. Tickets issued to visiting team athletes are controlled by the game contract between the two schools.
- C. Tickets that are required by contract, conference, association, etc., are not complimentary tickets.
- D. Procedure for issuing contract tickets to student-athletes is in accordance with NCAA rules (see Attachment C).

VII. Exceptions

Exceptions to this policy are subject to written justification and approval by the President. The President shall seek approval by the Chancellor of the Tennessee Board of Regents before implementation.

## ATTACHMENT A

### TICKET OFFICE PROCEDURES

1. Verify Certified Ticket Manifest and inventory General Admission Tickets.
2. Season Ticket Sales:
  - A. Season ticket sales are recorded in the Computerized Ticket System running on the APSU computer. Procedures for specific activities are included in the documentation of the Ticket Records System.
  - B. Pull Tickets for mailing or hold for pickup.
  - C. Prepare Season Ticket Sales Deposit for Business Office.
    1. Deposit daily during peak sales.
    2. Deposit all monies within two days of receipt.
  3. Individual Ticket Sales:
    - A. Individual ticket sales are recorded in the Computerized Ticket System.
    - B. Prepare individual ticket sales deposit for Business Office.
  4. Game Balance Sheet
    - A. Tickets available for gate sales will be based on ending inventory as provided by the Computerized Ticket System.
    - B. Tickets available for sale will be verified by physical count before issuance to ticket sellers.
    - C. Each seller is responsible for tickets issued to them and balancing after ticket window is closed during game.
    - D. Game Balance Sheets will be prepared and submitted within two (2) working days following game.

E. Money from gate sales will be deposited no later than the first working day following game.

5. Complimentary Tickets

Complimentary tickets shall be issued when requested by an individual authorized by the President or his designee. There must be a Form APSU/AF/AD/030 for each complimentary ticket(s). The President or his designee shall approve the listing of complimentary tickets. The recipient's signature must be obtained before receiving the ticket.

A. Season

1. Season tickets will be issued according to complimentary ticket requests submitted by persons whose names appear on list authorized by the President or his designee.
2. A deadline for complimentary ticket requests will be established and appropriate personnel notified by memorandum for each season.
3. A form for transmitting season complimentary tickets will be prepared at the conclusion of season ticket sales and sent to the Business Office for recording.

B. Individual Game

1. Complimentary tickets will be issued according to requests submitted by persons on authorized list.
2. Requests for Individual Game Complimentary Tickets must be received by the deadline established by the Athletic Ticket Office.
3. Recipients of complimentary ticket shield at the "Will Call" window will be asked to sign for the ticket(s).

4. The form for transmitting individual complimentary tickets will be prepared within two (2) working days following game and sent to the Business Office for recording.

## ATTACHMENT B

### PROCEDURES FOR TICKET SELLERS AT GAME

1. Physically verify money advanced and tickets as reported on Ticket Seller's Manifest by Ticket Manager and sign Ticket Seller Manifest.
2. Know price of tickets and sections available at seller's window.
3. Know approximate location of all seats available.
4. Money collected for tickets requested for Special Pick-Up kept in envelope from which tickets are removed and counted with money when balancing.
5. Ticket sales will cease at the beginning of the second half at which time ticket sellers will balance their manifest form by:
  - a. Counting all unsold tickets and recording count on Ticket Seller Manifest.
  - b. Counting all money; subtract change advanced and record total sales.
6. Ticket Manager will verify returned tickets and money and sign Ticket Seller Manifest as being correct.



## ATTACHMENT C

### COMPLIMENTARY TICKETS TO STUDENT-ATHLETES

#### NCAA COMPLIMENTARY ADMISSION POLICY - NCAA Constitution 3-1-(g)-(3)

1. Maximum of four complimentary admissions per student-athlete only in his or her sport.
2. Pass list will include only family members, relatives and fellow students designated by student-athletes.
3. No hard tickets issued.
4. Student-athlete may not receive payment from any source for complimentary admission or receive anything of value.

#### OVC COMPLIMENTARY TICKET POLICY - OVC Bylaw X-1

The Athletic Director shall send a minimum of 150 reserved seat football tickets, 50 reserved seat basketball tickets (for men), and 50 reserved seat basketball tickets (for women) to each opponent 10 days before the first game of the season.

Upon request by a member president, each institution shall furnish complimentary tickets requested for administrative use.

#### PROCEDURES

1. All passes will be placed in a student-athlete complimentary admissions envelope (provided by the OVC office) with a place for student-athlete to designate name and class of person (relative, fellow student, etc.) to receive pass.
2. Institution shall be responsible for placing ticket stub (scissor cut) in student-athlete's envelope.
3. Recipient asks for student-athlete's name at pass gate; student-athlete's envelope is pulled; and after I.D. check, stub is issued and signed for.
4. Hard tickets will be sent from institution A to B for B's student-athlete but B is responsible for having student-athlete fill out envelope, depositing stub in envelope and returning envelope to institution A's pass gate. Personnel of institution A shall be responsible for issuing and checking I.D.'s.

## PROCEDURE FOR HOME TEAM

1. Envelopes distributed to student-athlete. Student-athlete fills out information.
2. Envelopes collected by coaches and turned over to athletic directors and ticket managers.
3. Ticket clipped and put in envelopes.
4. Game Day - Appropriate individual picks up ticket for pass gate.
5. Game Day - Clipped tickets do not permit stadium exit and return (to insure no resale).

## POSSIBLE PROCEDURE FOR VISITING TEAMS

1. Complimentary tickets sent to visiting team.
2. Envelopes distributed to student-athlete. Student-athlete fills out envelope.
3. Clipped tickets are put in envelope.
4. Game Day - Envelopes are dropped off at pass gate when visiting team arrives.
5. Game Day - Appropriate people pick up ticket at pass gate.

## Sample Envelope

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Student-Athlete Name	Recipients' Name
1.	A
2. Date of Game	A
3.	C
4.	B

\*A – Family   B – Relative   C - Fellow Student   D - Wild Card

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