LSU STUDENT UNION THEATER
policies and services
Box Office Policies

I. POLICY CONSISTENCY

LSU Union Policies and Procedures established for box office operations shall be consistent among all box offices operated by the Union Box Office Service.

II. EVENT TICKETING

A. Any ticket purchased through this service is a revocable license valid only for the seat and performance printed on it. Management reserves the right to deny entrance into or removal from the facility in which the event is scheduled, anyone who is disruptive to the event or appears (in the opinion of management) to be engaged in activities that could damage the facility or endanger others. Management also reserves the right to confiscate any items on or carried by the ticket holder that is specifically forbidden at the event. This includes cameras, cell-phones, beepers, and all other recording or noise producing or emitting devices.

B. MAXIMUM NUMBER OF TICKETS:
The maximum number of tickets available shall not exceed the seating capacity of the venue as it is set up for the specific event for which the tickets are to be offered.

C. UNION THEATER EVENTS:
All ticketed events held in the LSU Union Theater must use the LSU Union Box Office Services.

D. Tickets for any event held in any venue serviced by the LSU Union Box Office Service will be available at both the Union Box Office and the Music & Dramatic Arts Building Box Office during regular box office hours. During extended event hours, when the box office is open at a particular venue for the purpose of servicing last minute ticket purchases at the door, that office will only sell tickets for the current event in that venue.

E. WILL CALLS/TICKETS WAITING:

1. Picture ID and signature are required for picking up will call tickets. Complimentary tickets require signature on list provided by the event sponsor. Drop tickets require signature on ticket envelope.

2. Picking up at venue: Tickets are not printed in advance and can only be picked up at the venue where the event is being presented within one hour of the performance.

3. Picking up at place of purchase: Will calls, purchased in advance from Union Box Office Services can be picked up during regular office hours Monday through Friday at the location from where they were purchased.

4. Tickets ordered through the phone or the internet can only be picked up at the venue at the time of performance.

5. Picture ID is required to pick up discounted tickets purchased by telephone or for other reasons not picked up at time of purchase.
Box Office Policies

III.  DISCOUNTED TICKETS POLICY

A. GENERAL STATEMENT OF POLICY:
The LSU Union operates a box office service for various event sponsors within the University community as well as off campus groups. The decision to offer discounts to various groups rests with the sponsoring organization. Any organization using the LSU Union Box Office Service wishing to discount tickets to students, faculty or staff, senior citizens or members of the LSU Union must comply with this discount policy. An organization may wish to offer a discounted ticket to any one of these groups and not the others, or any combination thereof. An organization may wish to offer a discounted ticket to any other group which has some relationship to them and may set the policy for that group as they see fit.

1. Student Ticket Discount:
University students may purchase one discounted ticket per student ID card through the box office either over the telephone or at the window. A Valid Student ID card must be presented at the time the ticket is picked up. Students of high school age or below may purchase one ticket at the student discount price. These students will be identified by appearance. Parents may purchase tickets for their children at the student discount price.

2. Faculty/Staff Discount:
LSU faculty and staff may purchase two discounted tickets at the Faculty rate per LSU Faculty/Staff ID card. Tickets may be purchased through the box office either over the telephone or at the window. One Valid Faculty/Staff ID must be presented per every two tickets at the time the tickets are picked up at the box office.

3. Senior Citizen Discount:
For events offering a senior citizen discount the minimum age is 65 years old. One senior discount ticket can be purchased per senior citizen meeting the minimum age level.

B. COMPLIMENTARY TICKETS:
Event sponsors are responsible for establishing the complementary ticket policy for their events. The event sponsor must provide a list of names, positions, or otherwise indicate in writing the persons eligible for comp tickets and the number of comps available to each eligible person for specific performances by time and date. Event sponsors are required to provide a list of names and numbers at least twenty four hours in advance of intended issuance of Comp tickets. A maximum of 10% of the seating capacity of the theater (1264/10 = 126) can be taken out as complimentary tickets for paid admission events without the presenter being charged the Theater’s cut for the value of the tickets given away.

Theater Etiquette

I. HOUSE RULES

A. FOOD AND DRINK:
1. Food, Candy and Beverages are not allowed inside the Auditorium.
2. Food and beverages are sometimes provided by the event sponsor for the pleasure of the audience and at these times the food and beverages will be served in one or more of the lobbies and must be consumed in the lobby area where it is served. It may not be brought into the auditorium.
3. Bottled water with sip type lids can be brought into the auditorium.

B. SMOKING AND TOBACCO PRODUCTS:
1. Smoking is prohibited anywhere inside the theater.
2. The use of tobacco products, burning or not is prohibited in the theater.

C. CELL PHONES, BEEPERS, PDAs ETC:
1. All noise making personal devices must be TURNED OFF when you enter the auditorium and must remain off until you exit the auditorium.
2. Audience members should not get up and exit the auditorium during a live performance as it not only disturbs the people seated around them but also the performers on stage. Theater Etiquette is to remain seated and quiet until a break in the performance such as a scene break or intermission.

D. RECORDING DEVICES INCLUDING CAMERAS:
1. Recording devices are not allowed inside the auditorium during performances except by permission of the holders of the copyright for material being presented and the production company presenting the event.
2. Digital cameras and camera phones should not be brought into the auditorium but if they are brought in and used, they will be confiscated.

E. LATE ARRIVALS:
1. Audience members arriving after the beginning of a performance will be seated at an appropriate break in the program.
Theater Etiquette

II. CHILDREN AND THE THEATER

A. EVERYONE NEEDS A SEAT.

1. Student priced tickets are available for almost every ticketed event in the Union Theater and parents may purchase these for children up through high school age. College aged students must show a valid LSU ID to purchase Student Tickets and they are allowed one ticket per student ID.

2. Small Children (below the age of 6) should not attend live performances. Parents should be sensitive to the nature of live theater and the interchange of emotions (and noise) between the audience and the players as well as the length of the average live production (2 to 3 hours) and not bring small children to events which are not specifically advertised as being for children.

B. BABIES:
Babies should never be brought to a theater performance. Live performances require an audience that understands when it is appropriate to respond in a manner that can be heard by the players on stage, and has the patience to remain seated and quiet until there is an intermission or the event has ended. Small children and babies should not attend live performances.

C. CONTENT:
Parents should also be aware of content before deciding whether or not a particular show is appropriate for their child. Questions regarding content should be addressed to the Department or Committee sponsoring the production in question.

Box Office Services

BOX OFFICE MANAGER:
Jennifer Doerfler
jdoerf@lsu.edu
225-578-5128

BOX OFFICE HOURS
M-F 10a.m. - 4p.m.
at the LSU Student Union Theater Location and Room 101 in the M&DA Building
Tickets are still available online, with the option to print tickets at home.

GENERAL INFORMATION
The Union Box Office provides tickets to most ticketed events on campus except Athletic events. Athletic tickets are available through the Athletic Ticket Office.

Union Box Office Services operates the Union Theater Box Office located in the main entrance to the Theater and in the lobby of the Music & Dramatic Arts Building at the corner of Dalrymple Dr. and Infirmary Rd. The box office hours are 10:00 a.m. until 4:00 p.m., Monday through Friday at both locations. All Box Offices open one hour before ticketed events on weekends or holidays at the location of the performance only. When an event is scheduled during the normal work week at any location, the box office at that venue will remain open until half an hour after the published starting (Curtain) time.

The Union Box Office can be contacted by e-mail at unionbox@lsu.edu, by telephone at 225-578-5128 or through its website. Tickets may be purchased over the phone, by e-mail or through the online site if you provide a valid charge card. Master Card, Visa, American Express & Discover are all accepted. The phone number for the Shaver & Reilly Theatre Box Offices is 225-578-3527.

DISABILITY SERVICES

I. ASSISTANCE FOR THE HEARING IMPAIRED

A. HEARING ASSISTANCE DEVICES:
FM receivers with mini earphones can be checked out from the coat check beginning one hour before performance. They may be checked out at the “COAT CHECK” window with a credit card or driver’s license and returned to the House Manager at the end of the performance. The House Manager wears a blue blazer and will be found in the bridge lobby at the end of the performance.

B. SIGNING:
Persons requiring signers must request this service by contacting the Union Theater Manager at 578-0236 or the Box Office Manager at 578-5150. Requests for signers at theatrical events require 1 weeks notice prior to the event date so that the signer can obtain a copy of the printed script and prepare.
II. ASSISTANCE FOR PEOPLE WITH LIMITED MOBILITY

A. WHEEL CHAIR ACCOMMODATIONS:
The Union Theater has 6 wheel chair spaces located along the back row of the orchestra seating area. Persons requiring a wheelchair location may call the box office to request one of these spaces. They may also be purchased online. Wheelchair spaces do not have a chair and require the Guest be seated in his/her own wheelchair. These spaces are allocated with one reserved seat next to it for a person escorting the guest in the wheelchair.

These spaces are priced the same as a seat.

Guests using wheelchairs may want to exit the theater at the end of the event by using the Tower Drive Doors along the West side of the auditorium (directly across from the Bridge Lobby entrance) and down the ramp to the street.

The other option is to exit the theater directly into the Student Union Main Lobby on the east side of the auditorium and taking either elevator to the ground floor. Elevator # 3, the elevator closest to the parade ground stops at the balcony level of the theater, the main floor of the auditorium, the box office/tower drive level, and the bookstore ground floor level.

B. WALKERS:
Persons using walkers should enter the Union on the ground floor and use the elevator to get up to the theater, please get information on the elevator location listed below. Guests with walkers should purchase regular seats in the Orchestra Seating area and have a house attendant store their walker against a wall near the closest theater exit. Depending on where their seat is located, guests using walkers may exit at the Bridge Lobby entrance to the elevators provided.

C. PASSENGER ELEVATORS:
The passenger elevators are located between the theater and the Student Union’s main lobby. They can be accessed from the sliding doors between the bookstore and the theater at the bookstores ground floor level, from the box office lobby (Tower Drive elevation), from the main lobby of the student Union or from the theater’s balcony exit door on the building side of the theater.

D. EXIT RAMP:
The Union Theater has an exit ramp which is located through the doors located on the west side of the auditorium between the orchestra and mezzanine seating sections. These doors lead directly down a ramp to tower drive just opposite the parking lot which is between Coates and Nicholson Hall.

II. ASSISTANCE FOR PEOPLE WITH LIMITED VISION

A. BRAIL SIGNAGE:
Doors to all rooms within the Union Building have identification signs which are ADA compliant in regard to both vision and mobility issues.

B. GUIDE DOGS:
Guests with Guide Dogs should contact the Box Office to reserve an Aisle Seat in the Orchestra Seating area even if the event is listed as General Admission.

C. LARGE PRINT PROGRAMS:
Large print programs can be provided by special request. Please contact the Union Theater Manager at (225) 578-0236 at least 72 hours in advance of the event so that the program may be printed.

Persons who have requested large type programs can pick them up from the House Manager on duty in the theater Bridge Lobby when they arrive for the event.