

Capacity

The capacity for each venue will be strictly enforced by Center for Performing Arts (CPA) staff.

Ticket Sales

Ticket sales and promotion of an event cannot begin without a fully executed License Agreement, which includes, completed Ticketing Information, Proof of Insurance, Deposit and a copy of 501(c)3 certificate where applicable. *Ticketing decisions must be approved by the event's Box Office Coordinator no later than six (6) weeks prior to the event.*

Ticketing Services

Center for Performing Arts Box Office manages and approves all ticketing operations for licensee.

- **All guests must have tickets:** For ticketed events, every guest, regardless of age or affiliation with the Licensee, must have a ticket.
- **Tickets:** Center for Performing Arts honors tickets issued by our Box Office only. Any other form of admittance is considered null and void.
- **Available capacity:** The Box Office shall not distribute more tickets than the seating capacity of the event, which may be lower than the full, stated capacity of the venue. Prior to the contract signing, the Box Office Coordinator may grant an exception for a free-but-ticketed performance only, allowing 15% more tickets to be issued.
- **Reservations are through Center for Performing Arts Box Office only:** *Center for Performing Arts Box Office is solely responsible for all ticket orders, including in-person, phone, and web reservations. You must direct your guests to CPA Box Office to reserve their tickets.*
- **Persons with disabilities:** In accordance with the Americans with Disabilities Act, CPA holds some tickets for use by persons who use wheelchairs and their companions. These seats may not be used for any other purpose unless all other tickets have been issued. At that time, these seats may become available to others at the sole discretion of the Box Office Coordinator.
- **Will Call (On-Site Ticket Distribution):** To reduce guest confusion, CPA Box Office is *solely* responsible for all on-site ticket distributions. The Box Office may provide tickets and Will Call envelopes for the Licensee to prepare tickets for distribution.
- **Off-site distribution:** If the Box Office Coordinator approves off-site distributions, Licensee must retrieve tickets in person from CPA Box Office. Any discrepancies must be resolved at the time the tickets are picked up.
- **Free tickets for free events:** For free events, you may not charge a price for tickets or request a suggested donation in exchange for tickets.
- **Booking fees:** Center for Performing Arts charges a \$4.75/ticket booking fee to guests for all tickets sold online and by phone. (This fee is waived for complimentary tickets.) No exceptions.

Sale of Merchandise

Souvenir programs, recordings, and other merchandise related to the Licensee and/or Event may be sold at the Performance Location, with prior written approval of CPA.

Donations

Licensee shall not request or accept donations in or about the premises at any time without the prior express written consent of CPA. Donations may only occur on site at CPA and may not be through another service, either on line or elsewhere. Donations may only be collected with an enclosed container that has a lid. CPA has the right to not permit donations should the container not meet the standard. These restrictions are designed to maintain security and safety for the event staff and attendees. CPA is not responsible for the security of the donation container and the Licensee may contract Prince George's Community College Department of Public Safety to provide security services.

Raffles and Benefit Events

Prince George's County – and any other applicable jurisdiction – must preapprove any raffle or benefit event and you must be able to present the applicable certifications to CPA.

For more information, please see the website of the [Maryland Office of the Secretary of State](#).

Ticketing Violations

Center for Performing Arts Box Office is responsible for the distribution and ticketing of all events. If the Licensee is found to be selling or distributing tickets to their event outside of CPA Box Office, the event is subject to cancellation. You may be subject to further fines such as a ticketing fee for each ticket sold outside of CPA or overage fee for tickets sold exceeding the capacity of the designated venue.