



PROCEDURES AND GUIDELINES TICKET SALES

GENERAL

1. Box Office hours are weekdays from noon until 4:00 p.m. excluding ACC Holidays. Event box office is open one hour prior to the posted event time. Presenters may request event box office staff open for additional time at hourly rates (see rate sheet). Tickets may be purchased online at mortontheatre.com or <http://bit.ly/4MTfix>.
2. Please use the following web address or shortened link when referring customers for ticket sales through the Morton Theatre box office: mortontheatre.com or the shortened <http://bit.ly/4MTfix>.
3. Patrons of free events must possess an entry pass (i.e. tickets, wristbands, stamps, etc.) for movement into and around the theatre. Morton event staff takes a metered attendance count during each performance. Morton Theatre Management will not seat any number that exceeds theatre capacity.
4. Box office request forms should be submitted at least three weeks before ticket sales begin. Failure to provide this information in a timely manner could affect the date tickets are available for sale.
5. The Morton Box Office works on a point-of-sale basis; no reservations are accepted. Tickets are purchased on a no exchange and no refund basis.
6. The Morton Theatre accepts cash and Visa/MasterCard, Discover, American Express and Downtown Athens Gift Certificates. The Box Office will charge patrons a \$2.50 transaction fee for ticket sales and there are fees for tickets purchased online (see box office form for current rents). Fees are waived by using cash for ticket purchases in person only.
7. Any changes to ticket pricing or event details must be submitted in writing via e-mail. Morton Theatre Management will acknowledge receipts and institute changes accordingly.
8. Tickets purchased in advance by phone or internet will be issued to the patron as an e-ticket, presentable either on a mobile device or as a printed copy.

9. Collected ticket income through credit card and cash sales will be deducted from the final bill at settlement and checks will be surrendered to the presenter. A final settlement check for proceeds over the rental invoice will be processed within 3 business days after the close of the event.
10. We cannot foresee all needs and changes that occur. Please inform Morton Theatre Management of problems as soon as they arise, and we will try to work with you to solve them.

When the Presenter Handles Ticket Sales

1. Please inform Morton Theatre Management of your ticket purchase locations and at least two valid forms of contact information. We also ask that this information is printed on your promotional materials to help patrons locate tickets and for customer service.
2. The Morton Theatre is not responsible for refunds of tickets sold outside of our box office.
3. If your event is reserved seating, please note some seats in the Orchestra Level have obstructed, or partially obstructed views. (Please see Procedures & Guidelines: Seating Notes).
4. The Morton Theatre can serve as a ticket outlet both in person and online, receiving an allotment of no more than 100 general admission tickets to the event. Your tickets will be available for sale as early as the next business day after you deliver them to the box office.
5. If the Morton Theatre Box Office is serving as a ticket outlet, then sales, both online and in person, will end and the box office will be reconciled beginning at 5:00 PM on the evening of your first performance (or the Friday before if your event opens on a Saturday or Sunday). Special arrangements will be made for weeknight openings, with sales to resume by the facility staff the following weekday/s. Ticket revenues will be deducted from your final bill.
6. Your organization must staff the box office for the run of the event. A box office attendant is required on the day of the event for door sales and customer service regardless of the method advanced sales were offered.
7. Your ticket sales staff may run box office from the front counter in the lower lobby. A drawer with a cashier's till is located there for your convenience. Please be sure to bring adequate change for door sales and any devices necessary to run cards and/or your accepted methods of payment. Public Wi-Fi is available.