

## **Ticketing Services**

### **Rental Info & Policies**

#### **Contact Info**

Box Office (212) 220-1460 (ticket sales)  
BoxOffice@tribecapac.org  
[www.tribecapac.org](http://www.tribecapac.org)

#### **Location**

199 Chambers Street  
New York, NY 10007-1044  
Between Greenwich and West St  
Inside the Main Lobby of the BMCC building

#### **Regular Hours:**

Tuesday through Saturday - 12pm to 6pm  
Sunday & Monday – Closed

#### **Summer Schedule:**

July 1st through Labor Day  
Monday through Thursday - 12pm to 6pm  
Friday, Saturday & Sunday – Closed

#### **Event Hours**

The Box Office will also be open 2 hours prior to all ticketed events and 1/2 hour after the event begins. During this time the Box Office will only sell tickets for your event, there will be no advanced ticket sales for other events.

#### **The Box Office is closed on the following Holidays:**

- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving (Thurs & Friday)
- Christmas Eve & Christmas Day
- New Years Eve & New Years Day
- Martin Luther King Jr. Holiday
- Lincoln's Birthday
- President's Day
- Memorial Day
- Independence Day

#### **Sales Policies:**

- We accept VISA, MasterCard, Discover and American Express for all events.
- Cash and Traveler's Checks will be accepted at the Box Office Window only.
  - There is an ATM located within the building near the Box Office.
- Personal Checks are not accepted by the Box Office.
- All Sales are final; there are no refunds or exchanges.

## **Ticket Printing**

#### **In House Printing**

The Box Office is equipped to handle most ticketing situations. Please fill out the Ticket Printing Form that was provided to you and return it to the Ticketing Services Manager. Once we have received your Ticket Printing Form we will build your Event in our database. We will then print a Test Ticket for you to proof.

#### **Outside Printing**

You may only use approved Ticket Printing Services for events taking place at BMCC Tribeca PAC. You must speak with the Ticketing Services Manager and submit a Ticket Printing Form before proceeding with any outside vendor.

### **Wristbands/Badges**

Your production staff working your event at Tribeca PAC will not be admitted without Tribeca PAC generated badges or wristbands. Please contact the Ticketing Services Manager to arrange these for your staff. Please remember that these badges or wristbands will not permit your production staff to sit within the theatre during the performance. We can also supply wristbands and badges, at an additional charge, for all day events that allow patrons re-entry.

### **Ticket Sign-Out**

You are allowed as the producer to sign out tickets for each performance. These tickets are yours to sell or distribute outside of the BMCC campus in any way that you see fit.

In order to better serve the BMCC community, events that are open to the public are required to leave a minimum of 50% of the seating capacity of the theatre (Theatre 1 – 457 seats, Theatre 2 – 132 seats) with the Center's Box Office. These tickets will be available at the Center's Box Office for any patrons to purchase during regular Box Office hours.

**Any tickets that you wish to have sold on the BMCC campus the day of the event must be returned to the Box Office one (1) business day prior.**

**TICKETS MAY NOT BE SOLD ON THE BMCC CAMPUS OUTSIDE OF THE BOX OFFICE – NO EXCEPTIONS**

For Example, your performance takes place Saturday night at 7pm, unsold tickets should be returned to the Box Office no later than 6pm on Friday. If your event takes place on a Monday evening you would need to return your tickets by 6pm on Saturday.

## **Selecting a Pricing Map**

We have created a set of Standard Pricing Maps for each theatre. These maps are already in the ticketing software and are the most efficient for your event.

There are 6 separate Standard Pricing Maps for **Theatre 1**. They range from 1 Pricing Zone/General Admission to 5 Pricing Zones.

There are 3 separate Standard Pricing Maps for **Theatre 2**. They range from 1 Pricing Zone/General Admission to 3 Pricing Zones.

If none of these Standard Pricing Maps works for your event we can create a custom map for a fee of **\$250.00**

## **Discounts / Promotions**

### **BMCC Student/Staff**

There is a minimum 20% discount for BMCC Students, Faculty and Staff. This discount will require the patron to show their BMCC identification card to the BMCC Tribeca PAC Box Office before the sale is made. This discount will not be available by phone or internet sales.

### **Other Discounts/Promotions**

Please discuss any Promotions/Discounts with the Ticketing Services Manager before you advertise it. We want to be prepared to serve your customers as best we can.

## Special Considerations

### **Complimentary/Press Tickets**

It is in your best interest to reserve complimentary tickets as you become aware that you need them. This will allow us to provide you with the best selection of seats to choose from. Please provide the Box Office with a preliminary list with Patron Names and Number (#) of Seats no less than 1 business day prior to your event.

### **Website Listing**

We are more than happy to add your event to the calendar on [www.tribecapac.org](http://www.tribecapac.org). If you would like to participate in this, please email a descriptive paragraph about your event along with a graphic to the Ticketing Services Manager when you submit your ticketing request form. If you would not like your event listed on the website, please contact the Ticketing Services Manager.

### **Internet Sales**

We are able to provide internet ticket sales through SmartTix.com. If you are interested in this service, please indicate this on the ticket request form. All tickets sold via SmartTix will be subject to the contracted credit card fee rate.

### **Wheelchair Seats**

All Wheelchair seats are held by the Center's Box Office. Patrons in need of a Wheelchair seat can contact us directly during Regular Box Office Hours.

### **Will Call**

There are a couple of ways to handle Will Call tickets.

-You may pass the Will Call tickets to the Box Office. You will need to include a complete list of all the tickets including Patron's Name, Phone Number, Section/Row/Seat, and any Notes/Special Accommodations. The Box Office must receive this information at least one (1) business day prior to the event, unless alternate arrangements are made.

-You can request that House Management set up a table for your representative to handle Will Call. The table will generally be just to the side of the Box Office in front of Theatre 2. This table would only be for Will Call Tickets, not sales – no money may be exchanged at this table under any circumstances.

### **Reservations**

The Box Office does not take Reservations or Hold Seats for patrons. The only way for a patron to guarantee themselves a seat is to purchase a ticket.

