



BOX OFFICE PROCEDURES/PUBLIC EVENTS

As a service to Event Organizers who oversee events open to the public and charge for admission, as well as fulfilling lease agreements, McCormick Place will provide box office services in conjunction with the Treasurers and Ticket Sellers Union of Chicago. Please work with your Event Manager to contact the Box Office Manager. They will work with you to establish procedures for your event.

EVENT ORGANIZER RESPONSIBILITIES

- Determine hours that ticket sales are open
- Provide a starting bank in an amount agreed upon with the Box Officer Manager
- Provide necessary inventory (ticket stock, wristbands, etc.) for admission to the Box Office Manager
- Provide a secure office for the Box Office Manager to keep tickets and all money
- Contract an armed security guard (Chicago Police Department) to monitor ticket selling activity and movement of money at the end of the day
- Provide own ticket drop boxes, if necessary
- Provide own credit card machines and a safe
- Costs related to electrical or internet if needed for credit card machines
- Pay Amusement Tax on all advanced sales and onsite credit card sales
- Event refunds and any related costs

BOX OFFICE SERVICES OFFERED

- Scheduling of box office staff (organizer to approve)
- Daily reconciliation of ticket inventory and sales
- Facilitate daily cash deposit with bank via armored vehicle
- Preparation of box office statements and recap reports as needed for accounting and auditing purposes
- Return unsold tickets, credit card receipts, and all money collected to Event Organizer

STAFFING

- Box Office Manager will work with Event Organizer to determine staffing levels
- Each event will require a Treasurer, Assistant Treasurer, and possibly ticket sellers
- Current labor rates will be provided by your Event Manager

OTHER ITEMS

- Under no circumstances may the Event Organizer draw an advance of funds
- Additional fees may apply for touchless payment transaction equipment (i.e. credit card machines)
- McCormick Place will produce a final invoice for space usage and services (box office labor, telecommunications, etc.). If applicable, a check or wire transfer for the remaining show receipts will be processed and sent to the Event Organizer.
- McCormick Place will be responsible for remitting amusement tax for onsite cash sales. Please see Amusement Tax information under Taxes, Permits and Licenses.

BOX OFFICE EQUIPMENT

- Ticket Booths
 - McCormick Place has a limited supply of these, each with one window for point of sale.
 - Booths are available on a first come, first serve basis and are provided at no cost.