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## Frequently Asked Box Office Questions for Student Organizations:

*What if our event is free?*

-We can set up a RSVP event/Free performance in our ticketing system at no cost.

*Can we print tickets with the box office without having the box office sell them for us?*

-Yes. The cost for ticket printing only is \$5 per 100 tickets printed.

*How does my organization pay the box office fee?*

- At the end of your show's run, all box office fees will be deducted from your final ticket sales revenue before the funds are transferred to your organization's account.

*If my organization is not an Arts organization, can we still use the UChicago Arts Box Office?*

-Yes. While the primary focus of the UChicago Arts Box Office is to provide ticketing services for various arts events across campus and in the community, we are able to provide advanced sale (Option 1) services for non-arts organizations as well, allowing you to provide online ticketing as well as advanced sales over the phone or in person at the box office.

*How can I reserve space in the Logan Center for an event?*

-Email [loganops@uchicago.edu](mailto:loganops@uchicago.edu) for space reservations, rates and availability.

*Where can I find the forms that my organization needs to fill out?*

-The forms can be found online here: <http://arts.uchicago.edu/uchicago-arts-box-office>. You can also request them via email from your adviser or by contacting Josh Johnson at [jjohnson897@uchicago.edu](mailto:jjohnson897@uchicago.edu).

*Where can I find information on the venues in the Logan Center?*

-On the website, in person at the Box Office, or email [loganops@uchicago.edu](mailto:loganops@uchicago.edu).

*Will the box office provide house staff (ushers, house managers) with the 3% fee?*

-No. You are responsible for providing ushers and house staff for your event. If you are performing at the Logan Center, you can speak with the Logan Center Operations Staff to inquire about hiring additional Front of House Support for your event.

*What kinds of payment does the box office accept?*

-The box office accepts cash, checks (Payable to: The University of Chicago), and all four major credit cards.

*What are the box office hours?*

Tuesday-Saturday from 12pm-6pm (with extended hours on dates of a performances).

*How far in advance should I get my event information to the box office?*

Information is required a minimum of two weeks before the event is to go on sale. More time is appreciated if possible.

*As a student organization, are we required to use the box office?*

-No, the box office is a resource available to student organizations, but you can still ticket your own events if you wish.

*How do our patrons receive their tickets?*

-Typically most student organizations choose "Will Call" for all of their advanced ticket purchases. The box office will provide you with all of the tickets purchased on the day of your event to distribute to your patrons at the door. We are also able to mail tickets to your patrons as well, provided they are purchased

a minimum of 2 weeks in advance. "PRINT AT HOME" is also an available option, however for general admission events, this is not recommended.

-The default for student events is "Will Call" only. If you wish to take advantage of "Print At Home" or Mail for ticket delivery methods, be sure to inquire about this when submitting your event.