



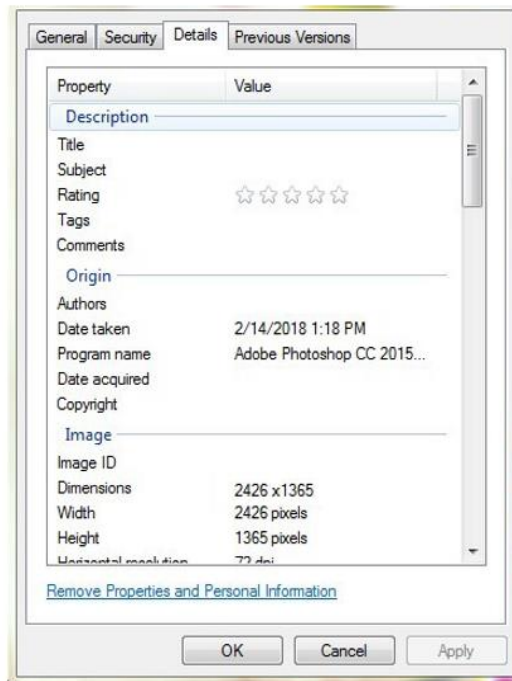
RSO Braden Box Office Guidelines

2024 – 2025

Yay!! – Your Registered Student Organization (RSO) has decided to have a ticketed event. To ensure that the planning and execution of your event runs smoothly, please review the guidelines below.

- A minimum of thirty (30) days before the ticket on-sale, complete the ticket request form(attached) and email it to the Braden Box Office at mmhend2@ilstu.edu **AND** katudee1@ilstu.edu. Please include your EMDH event planner in the email.
- Once the show is built in Ticketmaster, the Braden Box Office will email the ticket proof/sign off to the RSO for approval.
- Three (3) days before the tickets go on sale, the ticket proof/sign off must be approved by the group and sent to the Braden Box Office (mmhend2@ilstu.edu **AND** katudee1@ilstu.edu).
- When submitting your ticket proof/sign off, please provide an image to use on Ticketmaster. Use the guidelines below:
 - File type:
 - .jpg
 - .png
 - .eps
 - Size:
 - 2426x1365 pixels
 - Note: Images cannot be stretched to achieve size requirement.
 - Should be a 16x9 aspect ratio
 - Contain a Safe Zone, supporting a 4x3 aspect ratio
 - See example in **Verify Image Properties** (below)
 - Images cannot contain:
 - Prices
 - Sponsors (unless part of the official name & logo)
 - Event dates
 - Tour names
 - URLs
 - Offer text
 - Phone numbers
 - List of multiple names
 - Locations
 - Verify image properties

- Right-click on the image and select: Properties->Details tab and under Image area, verify the image size (Dimensions, Width & Height)
- Note: Ratio is not included in the Properties tab.



- When selling tickets for events in Braden Auditorium, the client must go through the Braden Box Office using Ticketmaster.
 - The Braden Box Office only accepts debit and credit cards.
 - The following box office fees apply:
 - \$0.25 per ticket printed
 - \$4.00 per ticket facility fee for Braden Auditorium events
 - \$2.00 per ticket facility fee for Bone Student Center events
 - 4.0% fee for box office selling charge (gross ticket revenue - capped at \$3,500.00)
 - 2.5% fee for credit card purchases (only tickets sold at the Braden Box Office)
- Credit/ debit cards are the only acceptable method of payment for ticket purchases.
- Tickets can be purchased online by visiting www.ticketmaster.com or in person at the Bone Student Center Dietz Welcome Desk. Phone orders will not be accepted.
- Braden Auditorium cannot guarantee the validity of tickets purchased unless they are purchased through the Braden Box Office or Ticketmaster.
- For any Braden Box Office related questions contact:
 - Michele Henderson
309-438-3125
mmhend2@ilstu.edu
 - Kacy Rader
309-438-2887
katudee1@ilstu.edu