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

An equal opportunity/affirmative action university encouraging diversity
When selling tickets for events in Braden Auditorium, the client must go through the Braden Box Office using Ticketmaster.
  o The Braden Box Office only accepts debit and credit cards.
  o 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:
  o Michele Henderson
    309-438-3125
    mmhend2@ilstu.edu
  o Kacy Rader
    309-438-2887
    katudee1@ilstu.edu