

**LAGUNA WOODS VILLAGE
RECREATION DIVISION POLICY
AS APPROVED BY
THE GOLDEN RAIN FOUNDATION**

**SECTION II
USE OF CLUBHOUSES & COMMUNITY
CENTER ROOMS**

Ticket Sales and Distribution

1. All Tickets:
 - a. **Tickets are available no more than four weeks prior to the scheduled event.**

2. Free Tickets:
 - a. Tickets are available on a first-come, first-served basis.
 - b. Specific time of distribution is prearranged and usually announced in the "The Globe" and the TV-Six message board.
 - c. Four tickets are allowed per manor unless otherwise stipulated by the Clubhouse Supervisor or Recreation Manager.
 - d. Tickets may not be ordered by phone and they must be picked up in person. The only exception made is for those who are ill or physically unable to pick up the tickets in person, in which case they may request, in writing, that another person picks up tickets for them.
 - e. Clubs and organizations may distribute free tickets at the applicable facility for an upcoming event. Only one group at a time per facility is permitted to distribute free tickets. The Clubhouse Supervisor must approve in

advance the location within the facility where the tickets may be distributed.

3. Paid Tickets:

- a. Residents may purchase a maximum of six tickets per manor for Recreation Division coordinated events in the auditorium. The Clubhouse Supervisor and/or Recreation Manager set the limit for the smaller facilities. The sponsors of other events determine the maximum number of tickets per manor in cooperation with the Clubhouse Supervisor or Recreation Manager.
- b. **Upon request, sponsoring clubs and organizations, and outside rentals may be issued tickets on consignment for up to 10 percent of the total number of tickets.**
- c. The Recreation Division establishes limits and methods of distribution for each event requiring table reservations.
- d. Refunds are made in accordance with a time schedule established by each Clubhouse Supervisor with regard to each individual event. This information is provided in the publicity and posted at the clubhouse in advance of every event.
- e. Ticket refunds for Clubhouse Three Auditorium Recreation Division coordinated events are available up until 4:30 PM on the day before the event during regular box office hours. No refunds are given the day of the event. Refunds, if any, for non-Recreation Division auditorium events are up to the sponsoring party.

If there are a large number of refunds due to technical problems or a building emergency, Staff will coordinate processing refunds with the Accounting Department. Computer records are used to verify the refunds. Tickets must be returned to the box office in order to receive a refund.