

Portland State University Box Office - FAQ

Is there a way to avoid the service charge?

No, all priced tickets incur a service charge, regardless of whether they are purchased online, over the phone, or in person.

Why is there a service charge?

The service charge goes to cover the cost of running the box office and ticketing events. Those costs include full-time and student staff, equipment, supplies, training, utilities, maintenance, bank card fees, and software. The Box Office is not subsidized by the university and must cover its own expenses. There is not and has never been a profit margin.

Can I exchange my tickets?

Exchanges are available between like events with like pricing. For example, you can exchange your theater tickets from one performance date of the same run for another date. You can not exchange your theater ticket for a basketball game ticket. Please note, there is a \$5 exchange fee per order.

Can I get a refund?

PSU Box Office has a firm No Refund policy. Once payment has been processed, most funds are deposited directly to the producing group's university account and is no longer considered to belong to the box office.

I found this promo code but I already bought my tickets. Why can't I get a price adjustment?

PSU's ticketing software does not allow for price adjustments or partial refunds.

What forms of payment do you accept?

VISA, Mastercard, Discover, American Express, cash, or check.

Does my newborn need a ticket?

Every event is different. Some do not allow children, some allow 'babes in arms' for free, and others require that every body have a ticket. Please check the event description or contact the box office directly about any events you have questions over.

Why do I have to give you my name and contact information?

All advance ticket purchases require a name and either phone or email. This is so we can contact you in the event of an event change or cancellation. Also, if you were to lose your ticket, if we know who you are, we can reprint the ticket for you. If you do not want to give us your name/contact information, unless the event sells out, tickets are available for purchase at the door before the event starts.

What is will call? What is an e-ticket?

Purchased tickets left to be picked up at the box office just prior to the event are called “will call” tickets.

E-tickets are legitimate tickets that are sent via email. These are authenticated by the QR code on the page. E-tickets can be printed or displayed on smart phones at the door for scanning. These tickets can also be downloaded and emailed to other people, or mobile tickets sent via the ticket holder’s account, but a QR code will only scan once!

Can you hold my ticket? I’ll pay at the door.

The Box Office only sells tickets.

Are you going to send me spam?

The Box Office does not send out unsolicited emails that are not directly connected to your ticket transaction. Your ticket information is only shared with the promoting department or group.

I can’t find my e-tickets!

Your tickets are always available to you in your ticketing account. Please log into the program with your email address, select ‘Your Orders’ from the drop down menu under your name in the upper right, and select the tickets you are searching for. Alternatively, you can call the box office to verify your email address and have them resent or left in will call for you to pick up at the event.

Can I leave a ticket for someone else?

Certainly! Please give us both their first and last name.

Can I purchase ADA tickets even if I don’t have ADA seating needs?

If all other seats in the venue have sold out in advance, ADA seats are available for anyone to purchase. Otherwise, unsold ADA seats are only available for purchase at the door.

Do you offer the Arts for All discount?

This is always worth an ask, but the discount is only available if the promoter makes it available. This is not determined by the Box Office.

Where can I park?

Please visit [Parking and Transportation](#) for information.