

JOSA Response to Ticket Sale Policy Questions:

It's an interesting phenomenon that the JOSA ticket-sale policy, stating that ticket pre-sales are final and non-refundable, are occasionally contested or even ignored. It's quite common that most performance venues share this exact policy and for a variety of reasons.

It's further interesting that while customer responses vary, they can sometimes reflect an air of annoyance combined with a presumed understanding of the reasons for the policy, enough to suggest that our "tickets can be resold." Of course tickets can be resold but what seems to elude most is that the policy is not just about the money.

Tickets to specific seats are sold, others request those same seats, others are turned away to other seating, still others call and request to be seated with specific people, and the requests and adjustments go on and on. All is good but involved and time consuming and thus, a policy exists that makes our process as stream-lined and efficient as possible while protecting our bottom line as well.

While we are a for-profit, we are truly a break-even enterprise. We bring a unique product to an otherwise culturally deprived area for a bargain price. Many customers understand this and when those unforeseen change-of-plans occur, they are more than happy to consider their purchase as their contribution to the cause joining the efforts of our sponsors.

Still, others do not understand, are unaware, or just choose to ignore the policy. We think it's been clearly stated and reiterated but alas, our efforts to educate continue. Please accept our attempt to further explain our JOSA ticket-sale policy. We look forward to seeing you at future shows and are ready to help with any reservations you may wish to make.

Thank you,

Bill Wightman
Owner / Director