



How to Book Tickets Online with a Season Pass

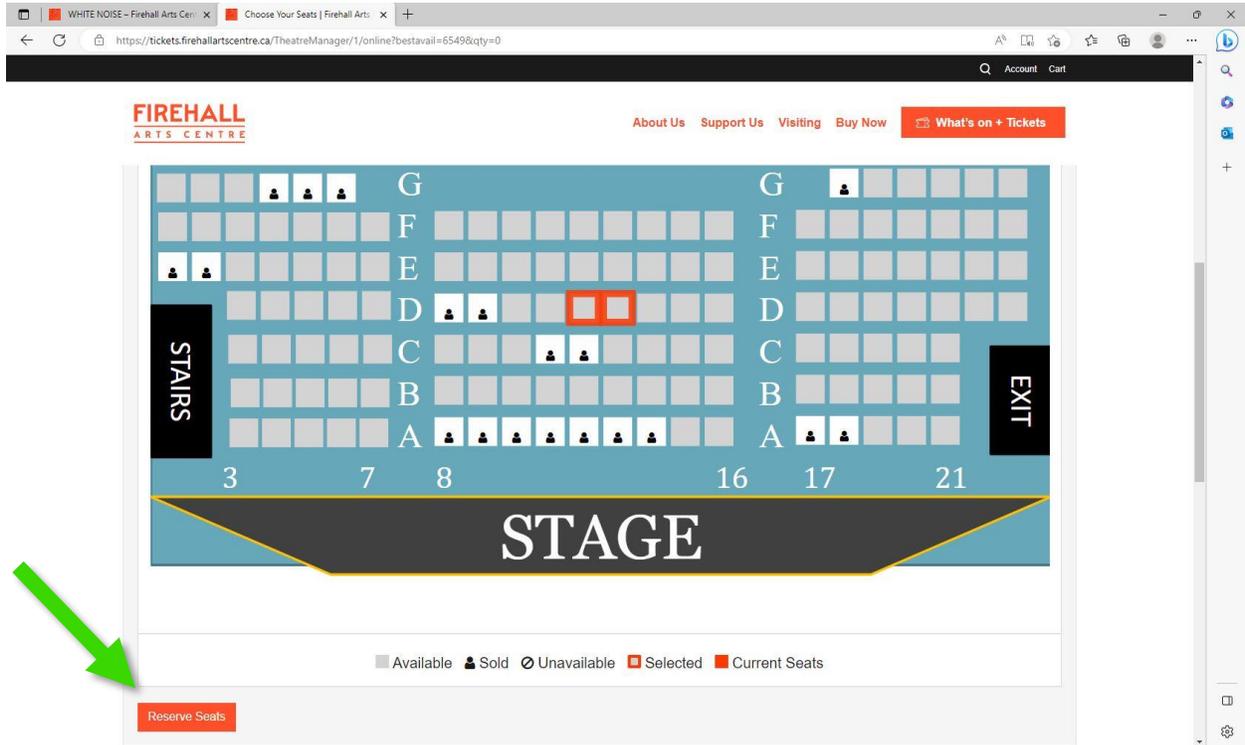
Whether you have a 4-Show Pass or a Flex Pass, this is the guide for you.

1. Open up your internet browser or app on your computer, tablet, or phone and go to www.firehallartscentre.ca
2. From our homepage, there are two ways to get to the ticket purchasing part of the site.
 - a) The **Buy Now** button will take you directly to a page where you can view all performances for all upcoming shows.
 - b) If you want to learn more about the show before purchasing, click the **What's On + Tickets** button. Here you can find dedicated pages for each show that include info on cast & crew and special performances. From the show's page, click the **Buy Now** button when you are ready to buy tickets.
3. Find your desired performance in the list and click the **Book Tickets** button next to it. Note that some days have two performances – make sure you select the correct time.

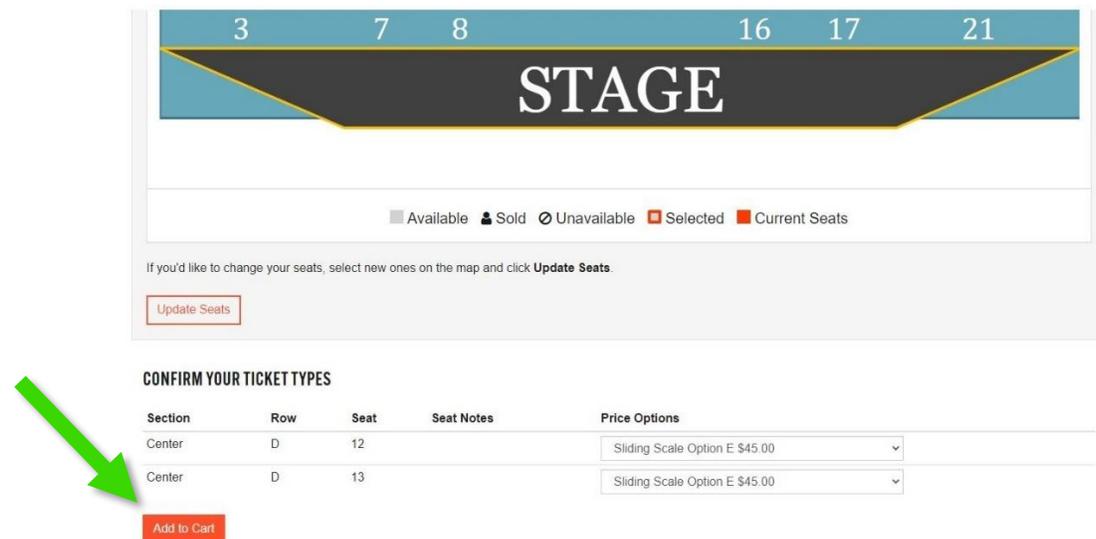
The screenshot shows the Firehall Arts Centre website's 'Browse Showtimes' page. At the top, there is a navigation bar with the Firehall Arts Centre logo on the left and links for 'About Us', 'Support Us', 'Visiting', 'Buy Now', and 'What's on + Tickets' on the right. The 'What's on + Tickets' button is highlighted with a green arrow labeled '2.'. Below the navigation bar, the main heading reads 'BROWSE SHOWTIMES'. A grey banner below the heading contains the text: 'To purchase wheelchair accessible seats and for other access inquiries/concerns, please contact the box office at (604) 689-0926.' Below this banner is a search filter section with a dropdown menu set to 'All' and a 'Filter' button. The main content area displays a list of performances for the show 'WHITE NOISE'. Each performance entry includes a small 'WHITE NOISE' logo, the show title, the venue 'Firehall Arts Centre', the date and time, and a 'Book Tickets' button. A green arrow labeled '3.' points to the 'Book Tickets' button for the first performance, which is scheduled for Saturday, April 15, 2023 at 7:30 PM PDT. Below each performance entry is a grey box containing the text 'This is a preview performance.'

4. On the next page, scroll down until you see the seating map. Unavailable seats are shown as white squares with a person icon. Available seats are shown as grey squares. Click on your desired seat(s) to select them.

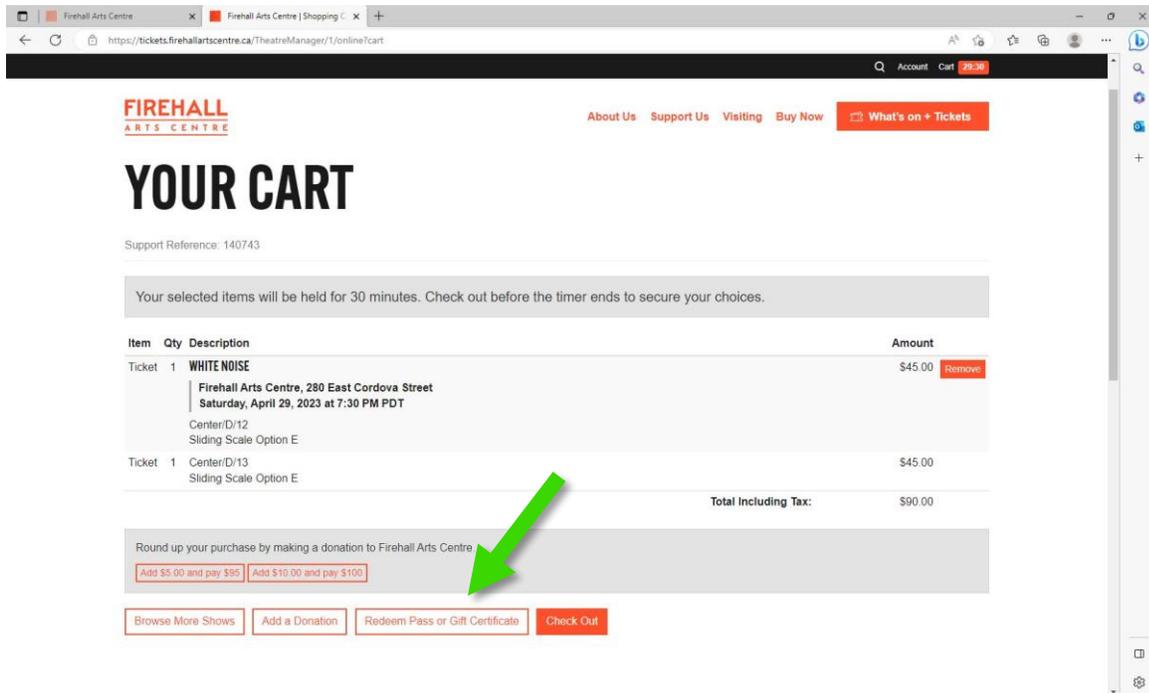
Note: In order to ensure more people to attend the show, our system will not allow you to select seats that would leave a single seat gap between you and others.



5. Once you are happy with your selection, click the **Reserve Seats** button below the map. Your ticket information will then appear below the map, along with an **Add to Cart** button. As a season pass holder, you can ignore the “Price Options” section.

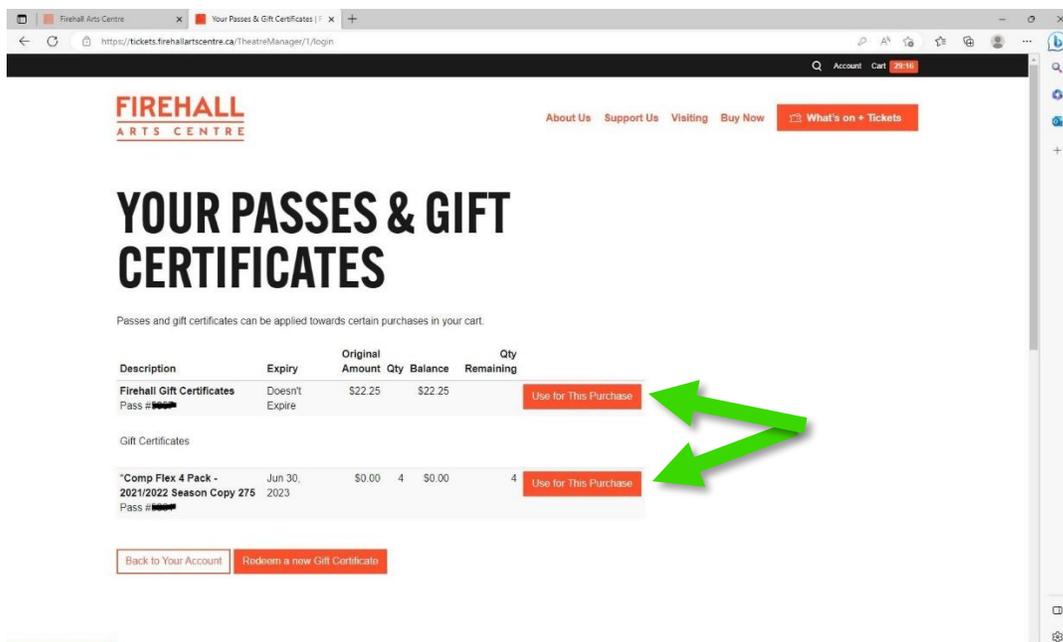


6. On the “Your Cart” page, Click **Redeem Pass or Gift Certificate**. If you are not already logged in, you will be prompted to log in now. If you have forgotten your password, or if this is your first time logging in, you can reset your password.

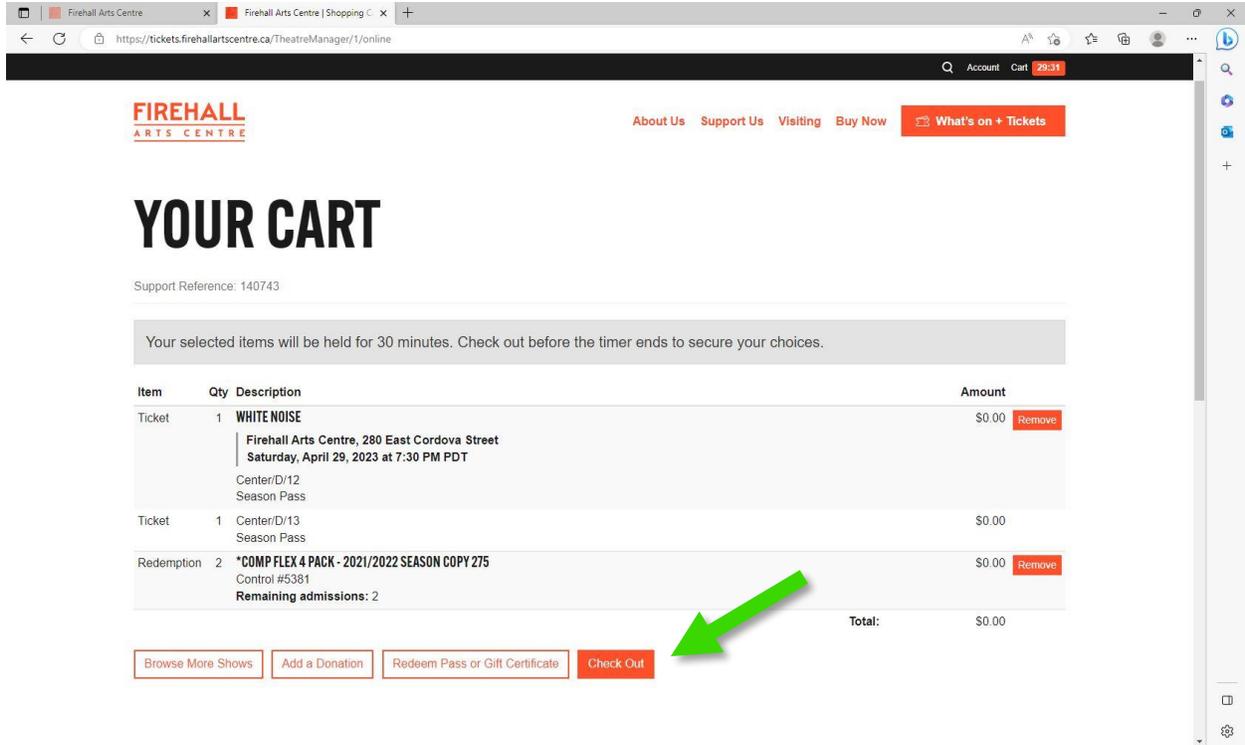


7. You can now see any valid season passes or gift certificates purchased on your account. Click the **Use for This Purchase** button to apply your season pass to your order.

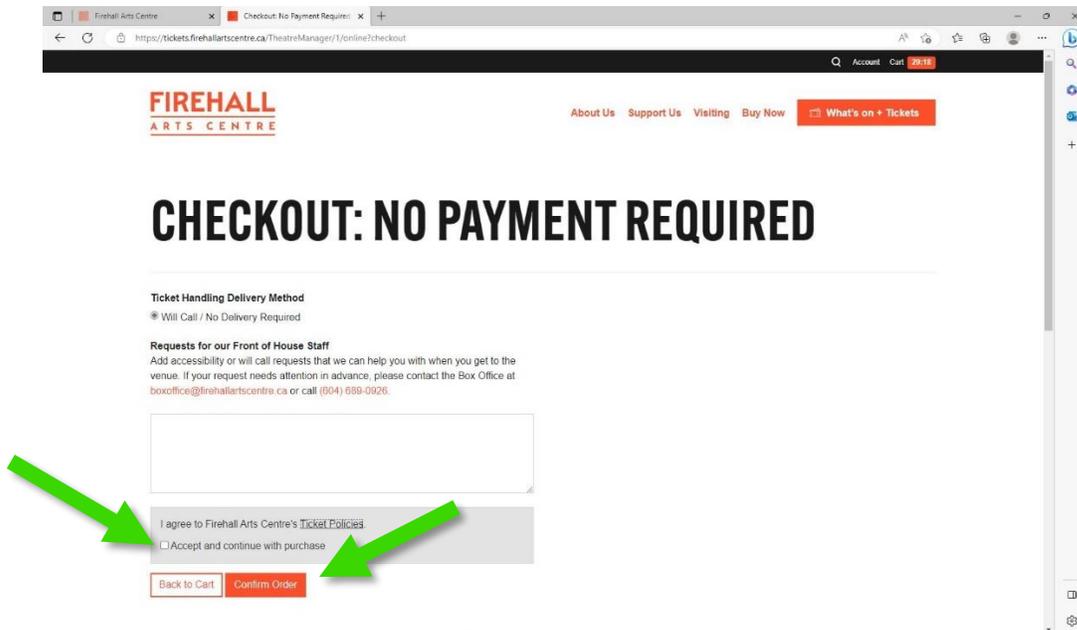
Note: If you do not see any passes or gift certificates on this page, it means your pass is either expired or used up, or it was purchased on a different account. You can call the box office at (604) 689-0926 for assistance.



8. If you need to redeem another pass, you can repeat this process. Once your order looks correct, click **Check Out**.



9. Finally, add any relevant notes, review our ticket policies by clicking the red link, click **Accept and Continue with Purchase** and then click **Confirm Order** to complete your purchase.



That's all! You will receive an automated confirmation email and we will see you at the show!