

## 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 <u>www.firehallartscentre.ca</u>

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.



**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.

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**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.

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Support Reference: 140743			
Your selected items will be held for 30 minutes. Check out b	efore the timer ends to secure your choices.		
Item Qty Description		Amount	
Ticket 1 WHITE NOISE Firehall Arts Centre, 280 East Cordova Street Saturday, April 29, 2023 at 7:30 PM PDT		\$45.00 Remove	
Center/D/12 Sliding Scale Option E			
Ticket 1 Center/D/13 Sliding Scale Option E		\$45.00	
	Total Including Tax:	\$90.00	
Round up your purchase by making a donation to Firehall Arts Centre			
Add \$5.00 and pay \$85 Add \$10.00 and pay \$100			
Browse More Shows Add a Donation Redeem Pass or Gift Certifi	Check Out		

**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 as purchased on a different account. You can call the box office at (604) 689-0926 for assistance.

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

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**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!