

IMPORTANT NEWS!

Transition from Theatre Manager to Spektrix

Next week the Firehall Arts Centre will be transitioning to a new and more user-friendly ticketing service called Spektrix. Here is some useful information to help address any questions or concerns you might have.

FAQs

Will the transition affect ticket purchases?

Yes. We will be off sale from March 3 until March 6.

When does Spektrix go live on our website?

This new ticketing software will become publicly accessible on March 6, 2025 at 00:00.

What happens to my account and password?

All accounts from Theatre Manager will be migrated to Spektrix. When you log in for the first time, you'll be prompted to set a new password, or you can choose to use Spektrix's password-free login options. Your username on Spektrix will be the same email address you used for Theatre Manager (our previous ticketing system).

Will my personal information be safe during this transition?

Spektrix serves as a data processor, while the clients are the data controllers. This means they will not alter, manipulate, or interact with your data in any way. Spektrix is certified and adheres to the latest standards for establishing, implementing, maintaining, and continuously improving its information security management system.

Will the new ticketing site be easy to navigate?

Spektrix's software is much more user-friendly than Theatre Manager. We recognize that our previous ticketing system made online purchasing somewhat challenging. We're confident that our patrons will appreciate the streamlined purchasing experience with Spektrix.

What will happen to my Season Passes?

All Season Passes will remain valid! They will be transferred to our new software. If you encounter any issues using them, please reach out to our box office for assistance.

What changes can I expect to see?

Spektrix's system is generally more intuitive than what patrons experienced with Theatre Manager. Your Spektrix account will provide features like the ability to communicate accessibility needs directly to the Firehall Box Office, specify your contact preferences, leave notes and more.

What if I have trouble with this new system?

As always, our staff is here to assist you. You can reach us by phone calling 604.689.0926 or e-mail boxoffice@firehallartscentre.ca. Our hours remain unchanged: Monday to Friday from 9:30 AM to 5 PM, and one hour before showtimes.

If you have any additional inquiries, don't hesitate to email boxoffice@firehallartscentre.ca