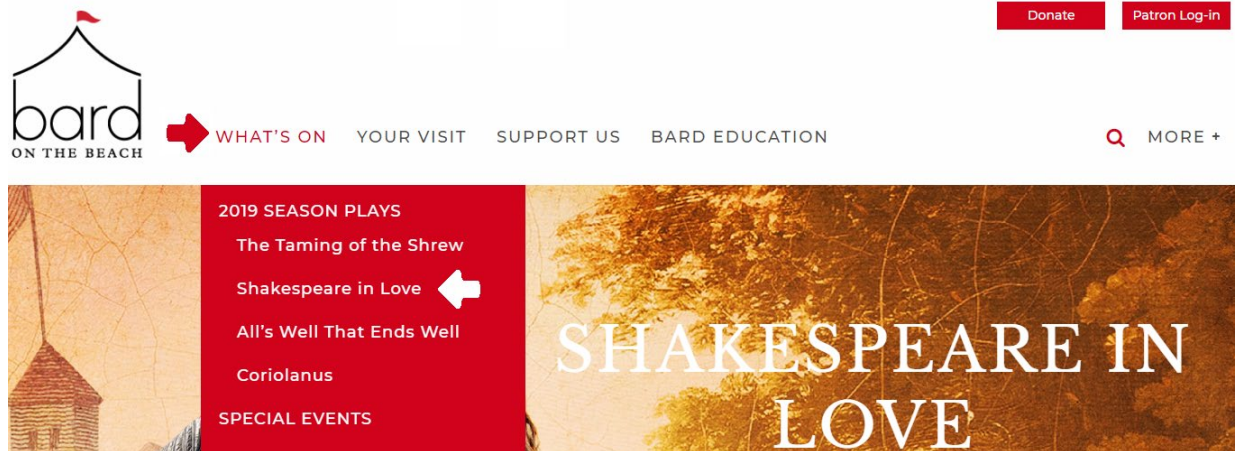


REDEEMING SEASON AND FLEX PACKS ONLINE

Thank you for joining us for our 30th Season!

Now that you're ready to redeem your vouchers, here is a step-by-step guide to help you get your seats.

- 1) Log into your Bard on the Beach patron account by clicking the **Patron Log-in** button in the top right-hand corner of the webpage and inputting your email address and password.
- 2) Once you have logged into your account, hover your cursor over **What's On**, and from the drop-down menu, select the play you'd like to attend, using your Season and/or Flex Packs.



- 3) On this play page, you will find a list of performance dates (select "Show All" under **BUY TICKETS** to see more than the next seven performances). Pick your preferred performance date and, after the seating map loads, select your desired seats and add them to your cart. **To redeem for multiple plays in one order**, simply repeat steps 2 and 3.
- 4) After you have added all the play tickets you would like to your cart, your Season and/or Flex Pack vouchers will **automatically apply** to the seats you've selected – you do **not** need to input any codes in order to redeem the vouchers.
- 5) Unless you have selected "Mail my tickets to me" as your ticket delivery, or are purchasing additional tickets, your cart balance should show a total of \$0.00. Continue through the rest of the checkout process and confirm your order.
- 6) Your Season and/or Flex Pack vouchers have now been redeemed for tickets!

Important note about Print-at-Home delivery

If you've selected "Let me print my own" as your ticket delivery, please anticipate **a second copy** of your tickets being e-mailed to you, **within 48 hours**. This is due to some backend processing of your Packs on our end. **We ask that you print out only the most recent copy of your e-tickets**, as the barcodes on the original copies will no longer work.

Did you receive your 2019 Season and/or Flex Pack as a gift?

You must book your seats by phone. Please call our Box Office at **604.739.0559** and we'll be happy to assist you in redeeming your vouchers. We are currently open from **10am-4pm, Monday-Friday**.