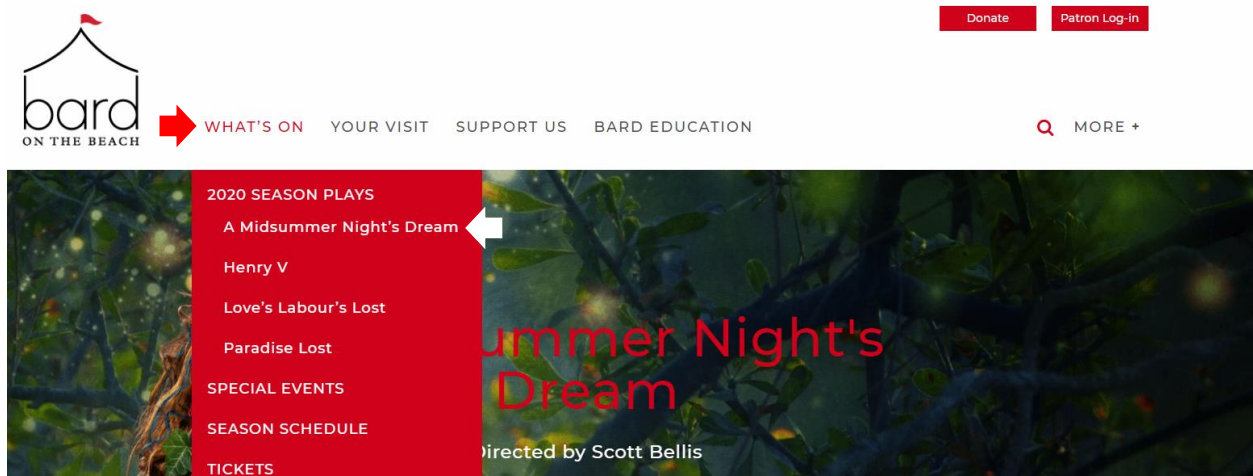


# SEASON & FLEX PACK ONLINE REDEMPTION GUIDE

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

- 1) Log in to your online 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 logged in, select your desired production from the **What's On** drop-down menu, or select the specific performance from our season schedule page.



- 3) On the play page, you will find a list of performance dates (select "Show All" under **BUY TICKETS** to see more than seven upcoming performances). Pick your preferred performance date and, after the seating map loads, select your desired seats and add them to cart. **To redeem for multiple plays in one order**, simply repeat steps 2 and 3 before continuing to step 4.
- 4) After adding your desired tickets to cart, your Season and/or Flex Pack will **automatically apply** to the selected seats – you do **not** need to input any codes in order to redeem.
- 5) Unless you have selected to have your tickets mailed 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, a second copy of your tickets will be e-mailed to you due to backend processing from Box Office. **We ask that you use only the most recent copy of your tickets**, as the barcodes on the first set will invalidate. **It is not necessary to print tickets as we can scan from mobile devices!**

### ***Did you receive your 2020 Season and/or Flex Pack as a gift?***

Your Season and/or Flex Pack is only redeemable by phone. Please call our Box Office at **604.739.0559** and we'll be happy to help you redeem your vouchers. We are open **Monday - Friday, 10am - 4pm.**