

# 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 reserve your specific performance seats.

1. Log into your online account by clicking the **Login** button in the top right-hand corner of the website 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.



WHAT'S ON TICKETS YOUR VISIT SUPPORT US BARD EDUCATION ABOUT US  MORE +



3. On the play page, you will find a list of performance dates (select "Show All" under **BUY TICKETS** to see more than the next seven scheduled performances). Pick your preferred performance date and, after the seating map loads, select your desired seats\*, change the ticket type to "**Pack Redemption**" and add the tickets to your cart.

Area	Seat	Type
BMO Mainstage	C44	Regular - \$69.00
BMO Mainstage	C45	Regular - \$69.00
		Volunteer - \$69.00
		<b>Pack Redemption - \$69.00</b>
		Youth (Age 6-22) - \$34.50

It may seem like you will need to pay full price, but do not fret and see step 4.

**To redeem for multiple plays in one order**, simply repeat steps 2 and 3 before continuing to step 4.

4. After adding your eligible tickets to your cart, your Season and/or Flex Pack will **automatically apply** to the selected seats – you do **not** need to input any codes to redeem.
5. Unless you have selected to have your tickets mailed, are purchasing additional tickets or have selected ineligible\* 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!

\*Please ensure your desired seats can be booked with your specific Pack type. You can find the eligible seating zones in the terms and conditions section on our **[Flex & Season Packs page](#)**. If your desired seats are not eligible, your Pack vouchers will not redeem for the tickets.

## **[Did you receive your 2023 Season and/or Flex Pack as a gift?](#)**

Your Season and/or Flex Pack may only be redeemed by phone. Please call our Box Office at **604-739-0559** with your order number and we'll be happy to help you redeem your vouchers.