

Q: What if I can't print my tickets or I forget to bring them to the show or event?

A: That's ok! Please check your inbox for an email from [tickets@shovation.com](mailto:tickets@shovation.com). You may want to check your spam or junk mail for this address with subject of ShOvation – Order Confirmation. A blue box with a print at home ticket link will be at the top of the email text. You may also log in to your patron account at <https://www.tickets.shovation.com/> at any time to view purchases, make additional purchases, or PRINT TICKETS from any computer. Please click on the Buy Tickets tab, then click the Your Account tab. A seating manifest will also be on hand for staff the day of the event to validate your purchase. If you have a smartphone, you can open the print-at-home link on your e-ticket to let the usher view and validate the seats for your party for admittance. **If you do not have your ticket available on your smartphone, please arrive 30-45 minutes prior to show time for will call to validate your purchase.**

**Q: Who do I contact if I need help?**

A: Call 1-844-732-4825 and press 1 to order tickets or make an exchange. There is a service fee to order tickets by phone. For all other needs, please follow the prompts.

**Q: I have a special pre-sale or volunteer code, where do I enter that to unlock ticket sales?**

A: When you click on our event link, a dialogue box will pop up asking for code to open early ticket sales for you.

**Q: How do I redeem my special pricing option or comp tickets?**

A: After you have selected your tickets, in your shopping cart, enter the code given to you if prompted and click "unlock". Pricing alternatives for Child, etc. will appear in the dropdown box. Highlight the price below the individual ticket. The price will change in the shopping cart. Repeat for other tickets needed. **Please do not exceed comp and discount ticket maximums as the system will not allow you to complete check out.**

**Q: What if I purchase a ticket to the wrong performance?**

A: Please be aware that **all ticket sales are final. There are no exchanges or refunds.** Please verify which performance your child is performing in prior to purchase. The show date, time, and location are listed at the top of the screen during seat selection and in your shopping cart throughout the entire purchase process. If, however, the tickets are still for the wrong performance, please contact us via phone. We are happy to change your seats to the proper performance. Please note that **a service fee** will be charged and the same seats may not be available for the correct performance. At ShOvation, we are dedicated to superior customer service and a positive ticketing experience.

**Q: Why do I need to create a patron account?**

A: A patron account is created so your tickets can be billed and emailed to you accurately. You create a username and password so you do not have to re-enter all your information for future ticket purchases. It also allows you to **log in to Your Account at any time to view orders, print tickets,** and make additional purchases. A patron address is required to verify credit card information and for the event host to mail any merchandise to you that you may have ordered. Please note that merchandise is not ordered for all events. At ShOvation, we have the highest level of internet and credit card information security. We are PCI Level 1 compliant; the highest security available in the online ticketing industry. We do not sell your information to any third party or store your credit card number. We take security and privacy seriously.

**Q: What if I forget my patron account password?**

A: You can create a second account or checkout as a guest if you need to order immediately. You can also follow prompts for password reset. Please make a note of your username and password.

**Q: What is the cut-off time to purchase and print tickets?**

A: You are able to purchase and print tickets usually until show time (exact time determined by organization selling tickets), but it is highly recommended to **purchase and print by the night prior to the performance.** This allows ushers and staff to have your purchase registered on the printed seating manifest before your arrival. It also allows you and your entire party immediate admittance to the theater or seating area when the doors open, rather than waiting in line at will call to validate your ticket purchase. If you have a smartphone, show the usher your e-ticket(s) to enter the theater or seating area.

**Q: My credit card is good, why am I getting an error message at check-out?**

A: Please verify that the credit card number, expiration date, and CCV2 code are entered correctly. In addition, the zip code entered in your patron account needs to match the zip code on your credit card billing statement or it will be declined. This is for your protection.