

Frank Venables Theatre – On-line Ticket Purchases

People who have purchased items on line will find the TixHUB ticket purchasing system used by Frank Venables Theatre to be intuitive and easy to use. For those new to on-line ticket purchases, the step-by-step guide was designed to help you through the process.

Step 1: Find the ticket site

Go to our regular web site at www.venablestheatre.ca. There are several links throughout the site that link to our ticketing system. The fastest way to get there is to click on the “Get My Tickets” image on our home page.



Step 2: Log in or Sign up

In order to sell you tickets we need some basic contact information so we can e-mail you tour tickets and your receipt. In addition, there are occasions where shows get cancelled and we want to be able to contact you for an exchange or refund. Across the top of the Ticket Page you will see the following choices:

1. If you already have an account with us (i.e. you have purchased from us before online or in the box office), click on “Login”, then enter your username and password. If you have an account but have forgotten your username or password, click on Login anyway and then click on the text that reads “Forgot your userid/password?”

A screenshot of the website header. On the left, there is a navigation menu with 'Buy Tickets', 'Buy Membership', and 'Shopping Cart'. A red arrow points to 'Buy Tickets' with a red circle containing the number '3'. In the center, there is text about 'Box Office Hours', 'Online' availability, 'At Venue' information, and 'Offsite' ticket information. On the right, there are links for 'Signup' and 'Login'. Red arrows point to 'Signup' (with a red circle containing '2') and 'Login' (with a red circle containing '1').

2. If you are new to our system, click on “Signup” to create an account. Once you click on “Signup, scroll down the page until you see the words “Create Account” and the fields where you can enter your information:

- a. You have to complete all the fields marked with an asterisk (“*”). Other fields are optional.
- b. Note that for your User ID, you can use any combination of letters, numbers or an underscore (“_”). Other symbols are not allowed and will generate an error message. Pick something easy to remember. May people use their first initial and last name in a single string. Your user name can be upper or lower case and is not case sensitive.
- c. The Password can include special characters and must be between 6 and 20 characters long. All letters used in your password are case sensitive.
- d. When you have filled in the required fields, press the orange “NEXT” button at the bottom of the page.
- e. If all your fields are entered correctly, you will be logged in automatically and the screen will switch to display the following message:

CONGRATULATIONS! You are now Registered with Frank Venables Theatre.

[Go to Your Account](#)

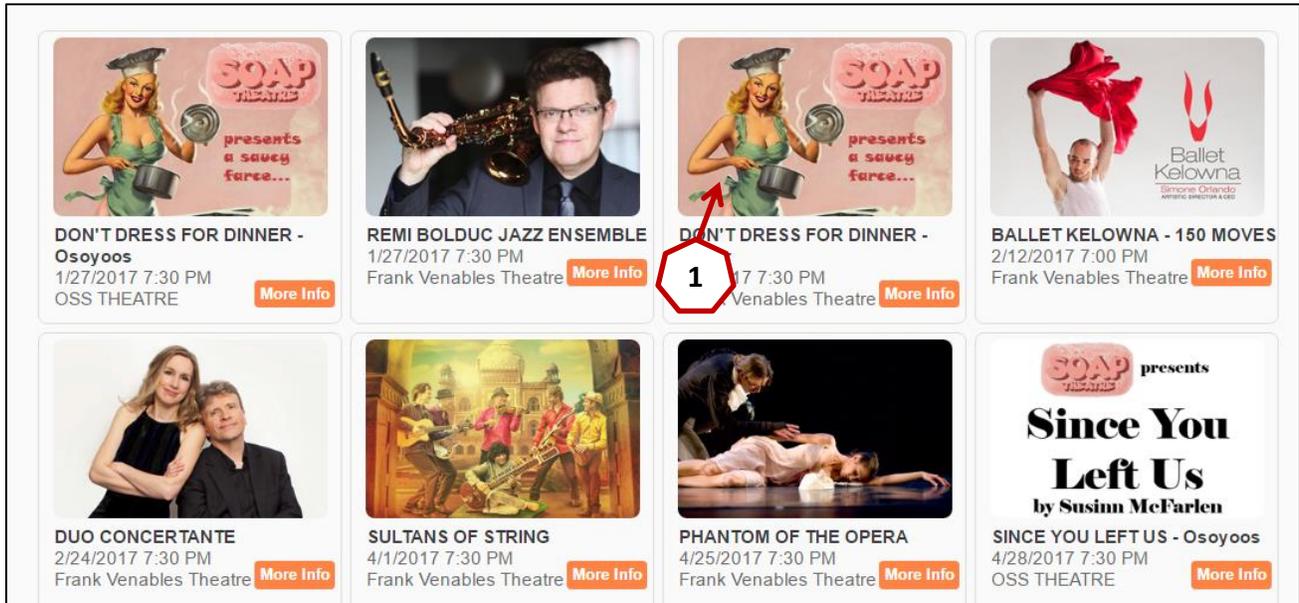
[Logout](#)

A screenshot of the 'Create Account' form. The title 'Create Account' is at the top. Below it is a note: 'New Patrons: please complete the following to create your own user account.' The form has several fields: 'User ID*' (with a note 'Letters, numbers or underscore only'), 'Password*' (with a note '6-20 characters, case sensitive'), 'Verify Password*', 'Email*', 'Salutation:' (with a dropdown menu 'Select Title'), 'First Name*', 'Last Name*', 'Address Line 1*', 'Address Line 2:', 'City*', 'Province / State*' (with a dropdown menu 'British Columbia'), and 'Country*' (with a dropdown menu 'Canada').

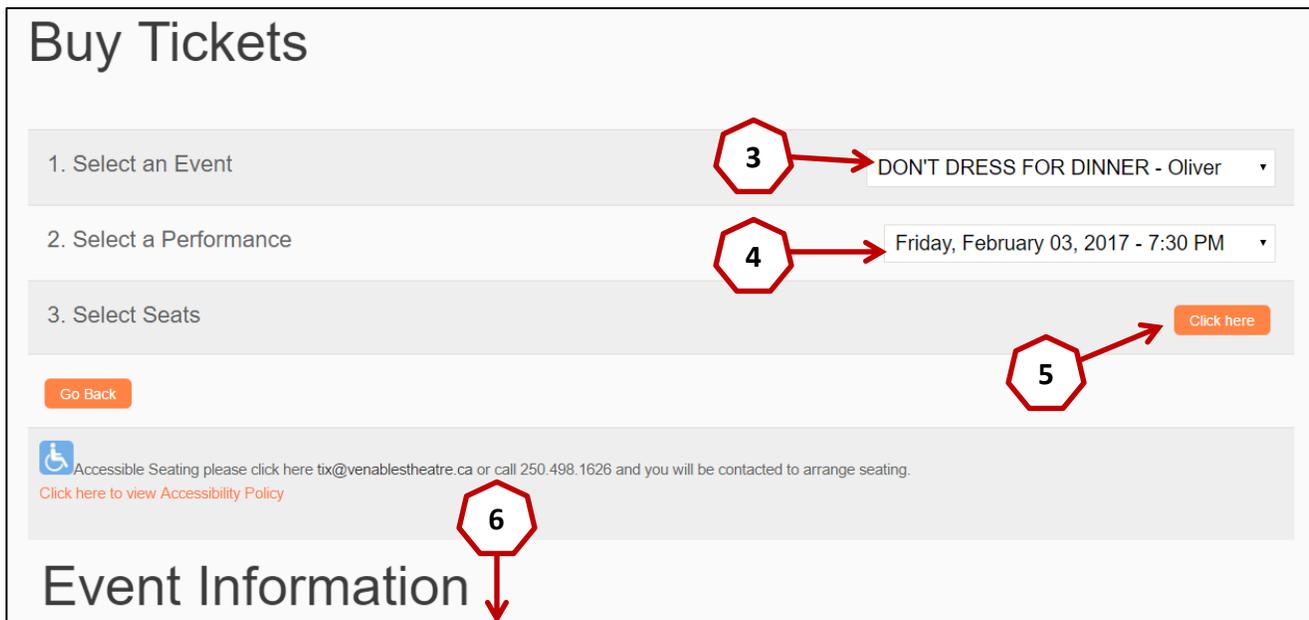
3. Press the “Buy Tickets” option near the top left of your screen to purchase tickets.

Step 3: Select Shows to Buy For

After you have logged in (or signed up for new customers), and pressed the “Buy Tickets” option near the top left of your screen to purchase tickets for single Shows or Events. You will then see an array of pictures for Events that are currently available to purchase, such as in the example below:



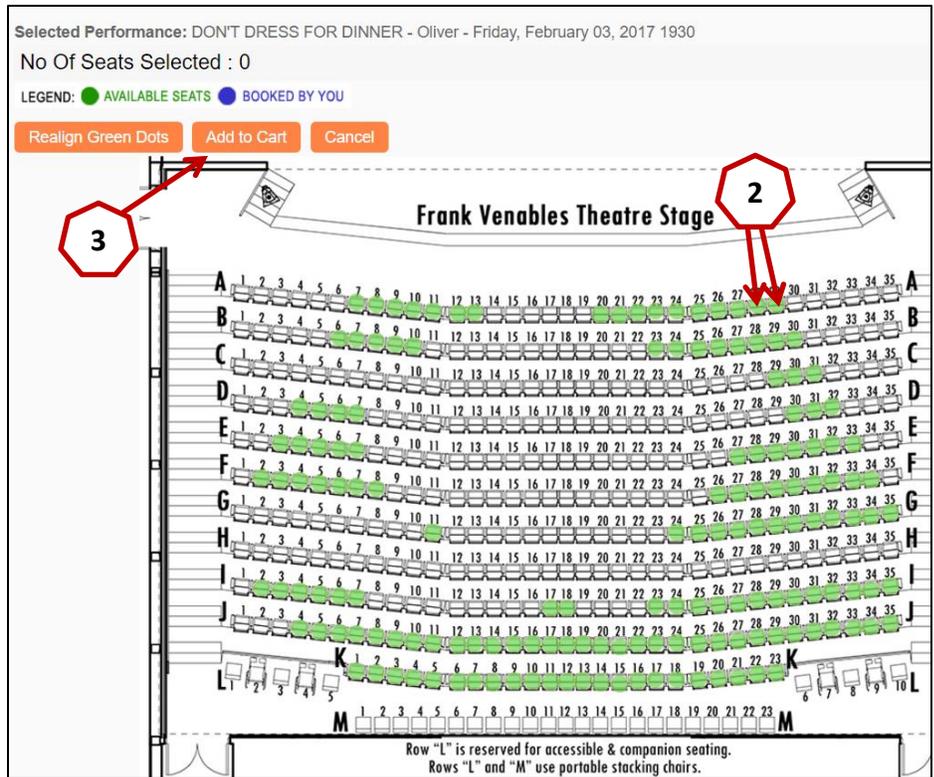
1. Click on the picture for the Event you are interested in.
2. Most of our shows are reserved seating. For these you will see the following fields near the top of your screen:



3. You will see the name of the show or event you selected near the top right. If you picked the wrong show, click on the “Buy Tickets” link in the left margin of the screen. Using the drop down field to select a different Event in this location sometimes generates an error message.
4. If the Event has more than one performance, use the drop-down menu to select the performance time you want.
5. When you are ready, press the orange “Click here” button to select your seats.
6. If you want to read more about the show, you can scroll down past the “Event Information” heading.

Step 4: Select your seats

- You will see a screen something like the image below. There will be text near the top verifying the show selected.
 - Green dots on the seat map show which seats are available. Seats without a green dot are either already sold or being held for a special purpose (e.g. sight lines, crew members, etc.)
 - Note that Row A is closest to the front and Rows K and M are at the back.
 - Row M uses stacking chairs. It is typically not released for sale unless a full house is expected.
 - Row L is reserved for wheelchair-accessible and companion seating.



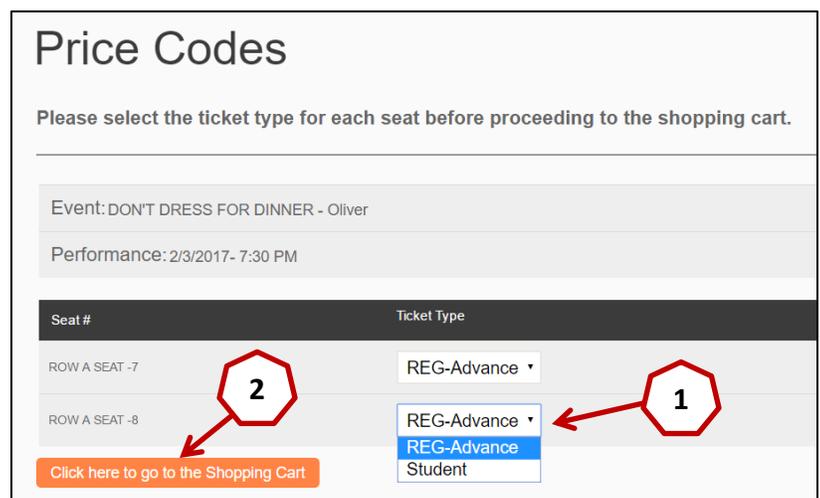
These seats must be purchased through our box-office in person or by phone at 250-498-1626.

- Click one-by-one on the seats you want to buy. The dots will turn from green to blue once they are selected. The “Number Of Seats Selected:” field will also keep track of the number of seats for you. Note that when you are selecting seats, the system will not let you leave a single unsold seat next to you.
- Once you have selected all the seats you need, click on the orange “Add to Cart” button near the top left.

Step 5: Select your price codes

After pressing the Add to Cart button on the previous screen, you can choose your eligible pricing as show in in the screen below:

- Regular adult pricing will usually display as a default.
- Pricing levels and discounts are set by the presenter of individual shows and some shows may offer only one price.
- If different price codes are available for your show, they will display once you press the down arrow next to the Ticket type.
- Select your eligible ticket type for each ticket and once you are done, press the orange “Click here to go to Shopping Cart” button.



Step 6: Verify your purchase

Your shopping cart will show the tickets you picked and the ticket prices.

The screenshot shows a 'Shopping Cart' page with a table of tickets. The table has columns for Event, Performance, Seat, Ticket Type, Promo Code, and Price. Two tickets are listed for 'DON'T DRESS FOR DINNER - Oliver' on Friday 2/3/2017 at 7:30 PM. The first ticket is 'REG-Advance' for \$22.50, and the second is 'Student' for \$15.00. A 'Remove' button is next to the first ticket. Below the table, there are sections for 'Sub-total before fees' (\$32.50), 'Operations Fee' (\$5.00), and 'Total Amount Due' (\$37.50). There are also sections for 'Select a delivery option' and 'How did you hear about this event?'. At the bottom, there are buttons for 'Check out', 'Empty Cart', and 'Continue Shopping'. Red callouts with numbers 1-5 point to: 1. The 'Remove' button and the 'Student' dropdown menu. 2. The 'Select Delivery Option' dropdown menu. 3. The 'Please tell us how you heard about this event' dropdown menu. 4. The 'Check out' button. 5. The 'Continue Shopping' button.

Event	Performance	Seat	Ticket Type	Promo Code	Price
DON'T DRESS FOR DINNER - Oliver	Friday 2/3/2017 7:30 PM	ROW F SEAT -8	REG-Advance		\$22.50
DON'T DRESS FOR DINNER - Oliver	Friday 2/3/2017 7:30 PM	ROW F SEAT -7	Student		\$15.00

Sub-total before fees: \$32.50
Operations Fee: \$5.00
Total Amount Due: \$37.50

Select a delivery option: Select Delivery Option
How did you hear about this event?: Please tell us how you heard about this event

Check out | Empty Cart | Continue Shopping

1. If you forgot to apply a student or senior rate (if available) you can do it here. You can also remove seats if you made a mistake.
2. If your cart looks correct, select the delivery method using the drop down menu near the bottom right. You can choose to have the tickets emailed to you or have them held in your name at the venue for pick up just prior to the show.
3. To assist our marketing efforts, we also ask you to let us know how you heard about this show.
4. Once you are done and ready to pay, press the orange "Check Out" button.
5. If you want to buy tickets for additional shows, press the "Continue Shopping" button instead.

Step 7: Payment

On the following screen you can again see your total payment due. You may choose to Edit your cart or continue shopping (1). If you are finished shopping, press the orange "Pay Now" button at the bottom (2). This will take you to the secure Moneris credit card processing window. Please note that neither TixHUB nor Frank Venables Theatre sees or retains any credit card information.

The screenshot shows a 'Payment' page. At the top, it displays 'Order Total' as \$37.50 and 'Balance Remaining' as \$37.50. Below this is a button labeled 'Edit Shopping Cart/Continue Shopping' with a red callout '1' pointing to it. The 'Payment Information' section shows 'Amount Paid So Far: \$0.00'. Under 'Pay By Credit Card', there are logos for VISA and MasterCard. A note states: 'For payment you will be transferred to Frank Venables Theatre Retail Service's secure payment page hosted by Moneris.' At the bottom, there is a field for 'Amount: \$37.50' and a 'Pay Now' button with a red callout '2' pointing to it.

Order Total: \$37.50
Balance Remaining: \$37.50

Edit Shopping Cart/Continue Shopping

Payment Information:
Amount Paid So Far: \$0.00

Pay By Credit Card
VISA MasterCard

For payment you will be transferred to Frank Venables Theatre Retail Service's secure payment page hosted by Moneris.

Amount: \$37.50
Pay Now

Payment (continued)

A picture of the Moneris credit card processing window is shown below. Note that although Moneris shows three credit card types, we accept only Visa and MasterCard. American Express is not accepted because of their high service fees charged to merchants.

Mandatory fields marked by *

Payment Details

Transaction Amount: \$37.50 (CAD)   

Order ID: FVT-844-20170127000123

Please complete the following details exactly as they appear on your card.
Do not put spaces or hyphens in the card number.

Cardholder Name*:

Card Number*:

Expiry Date (MMYY)*:

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

1

1. Enter your credit card information and press the green “Process Transaction” button. This is also your last chance to cancel your transaction using the red button.
2. Once payment has been accepted you will be returned to the Frank Venables site where you will receive verification of your purchase.

Step 8: Print your tickets

1. If you selected to receive your tickets by email, please remember to print them before you go to the venue. Tickets contain a unique barcode, which we scan at the door, so they can only be used once.
2. If you selected to pick up your tickets at the venue, they will be available one hour prior to the scheduled show time. You can also pick them up at Box Office in the lobby of the Venables Theatre during scheduled hours from 10:00 am to 3:00 pm on Tuesdays, Wednesdays and Thursdays.
3. If you experience any problems or have further questions, please feel free to contact us by phone at 250-498-1626 or by email at tix@venablestheatre.ca. We will get back to you as soon as we can.

Step 9: Enjoy the Show!