

## Frank Venables Theatre – On-line Ticket Purchases

People who have purchased other 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.

### Log In Step 1: Find the ticket site




Go to our regular web site at [www.venablestheatre.ca](http://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.



### Log In 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?”

FRANK VENABLES THEATRE		Signup Login
Buy Tickets	 <b>3</b>	 <b>2</b>  <b>1</b>
Buy Membership		
Shopping Cart		
<b>Box Office Hours:</b> Tuesdays, Wednesdays & Thursdays from 10:00 a.m. to 3:00 p.m. <b>Online:</b> 24/7 for your convenience <b>At Venue:</b> One hour prior to all events, including weekends and statutory holidays. <b>Offsite:</b> Tickets for some events will be sold offsite. Offsite ticket information is included along with the event information on the Frank Venables Website. Click <a href="#">here</a> for upcoming events on the Frank Venables Theatre website.		

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](#)

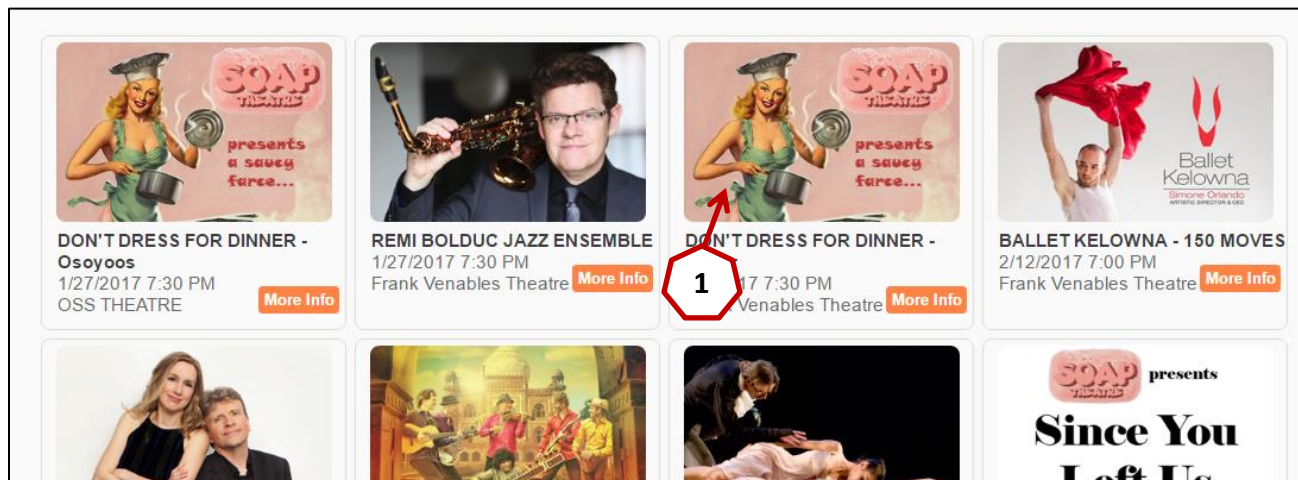
Create Account	
New Patrons: please complete the following to create your own user account.	
User ID*:	<input type="text"/> <small>Letters, numbers or underscore only</small>
Password*:	<input type="password"/> <small>6-20 characters, case sensitive</small>
Verify Password*:	<input type="password"/>
Email*:	<input type="text"/>
Salutation:	<small>Select Title</small> ▼
First Name*:	<input type="text"/>
Last Name*:	<input type="text"/>
Address Line 1*:	<input type="text"/>
Address Line 2:	<input type="text"/>
City*:	<input type="text"/>
Province / State*:	<small>British Columbia</small> ▼
Country*:	<small>Canada</small> ▼

## Individual Shows

To buy tickets for one or more individual shows, follow the steps, below. For tickets as part of a series, skip to Page 5

### Individual Shows Step 1: 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:

## Buy Tickets

1. Select an Event

3

DON'T DRESS FOR DINNER - Oliver

2. Select a Performance

4

Friday, February 03, 2017 - 7:30 PM

3. Select Seats

5

Click here

Go Back

6

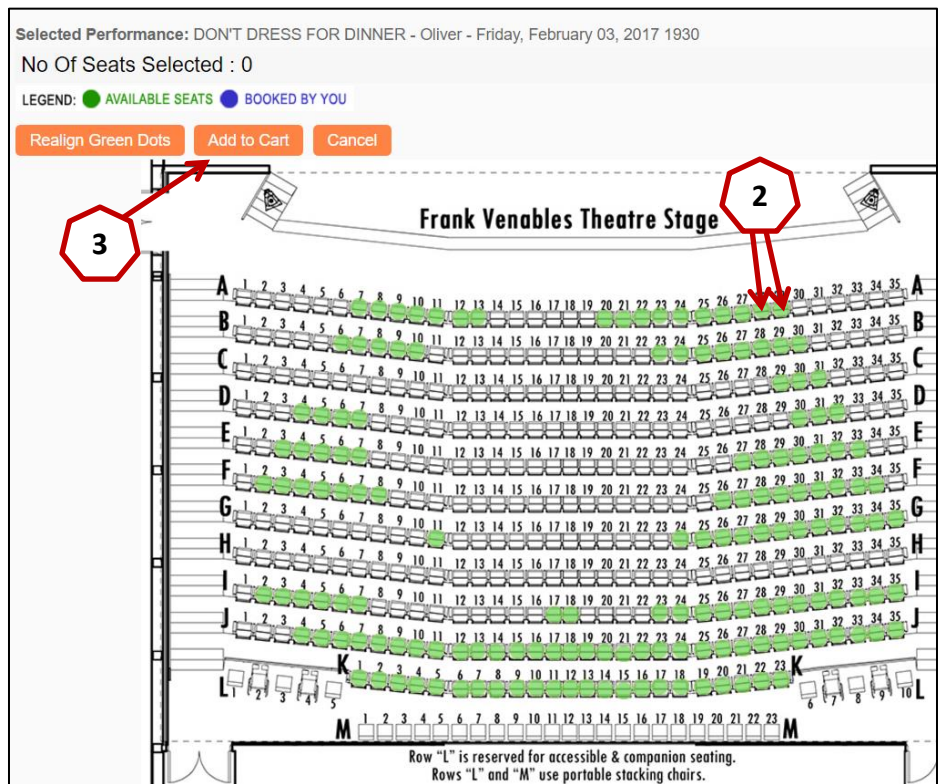
Accessible Seating please click here [tix@venablestheatre.ca](mailto:tix@venablestheatre.ca) or call 250-868-1626 and you will be contacted to arrange seating.  
[Click here to view Accessibility Policy](#)

## Event Information

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 again, or using the drop down field, select a different Event.
4. If the Event has more than one performance, use the drop-down menu to pick the performance 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.

## Individual Shows Step 2: 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.

## Individual Shows Step 3: 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.

### Individual Shows Step 4: Verify your purchase

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

**Shopping Cart**

Tickets

Event	Performance	Seat	Ticket Type	Promo Code	Price
<input type="checkbox"/> DONT DRESS FOR DINNER - Oliver	Friday 2/3/2017 7:30 PM	ROW F SEAT -8	REG-Advance ▾		\$22.50
<input type="checkbox"/> DONT DRESS FOR DINNER - Oliver	Friday 2/3/2017 7:30 PM	ROW F SEAT -7	Student ▾		\$15.00
					\$37.50

Sub-total before fees \$32.50

Operations Fee \$5.00

Total Amount Due: \$37.50

Select a delivery option ▾

How did you hear about this event? ▾

Diagram annotations: Red arrows and numbered callouts (1-5) point to the following elements:

- 1: A red octagon with the number 1. Two arrows point from it: one to the 'Remove' button and another to the 'Student' ticket type dropdown.
- 2: A red octagon with the number 2. An arrow points from it to the 'Select Delivery Option' dropdown.
- 3: A red octagon with the number 3. An arrow points from it to the 'Please tell us how you heard about this event' dropdown.
- 4: A red octagon with the number 4. An arrow points from it to the 'Check out' button.
- 5: A red octagon with the number 5. An arrow points from it to the 'Continue Shopping' button.

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.

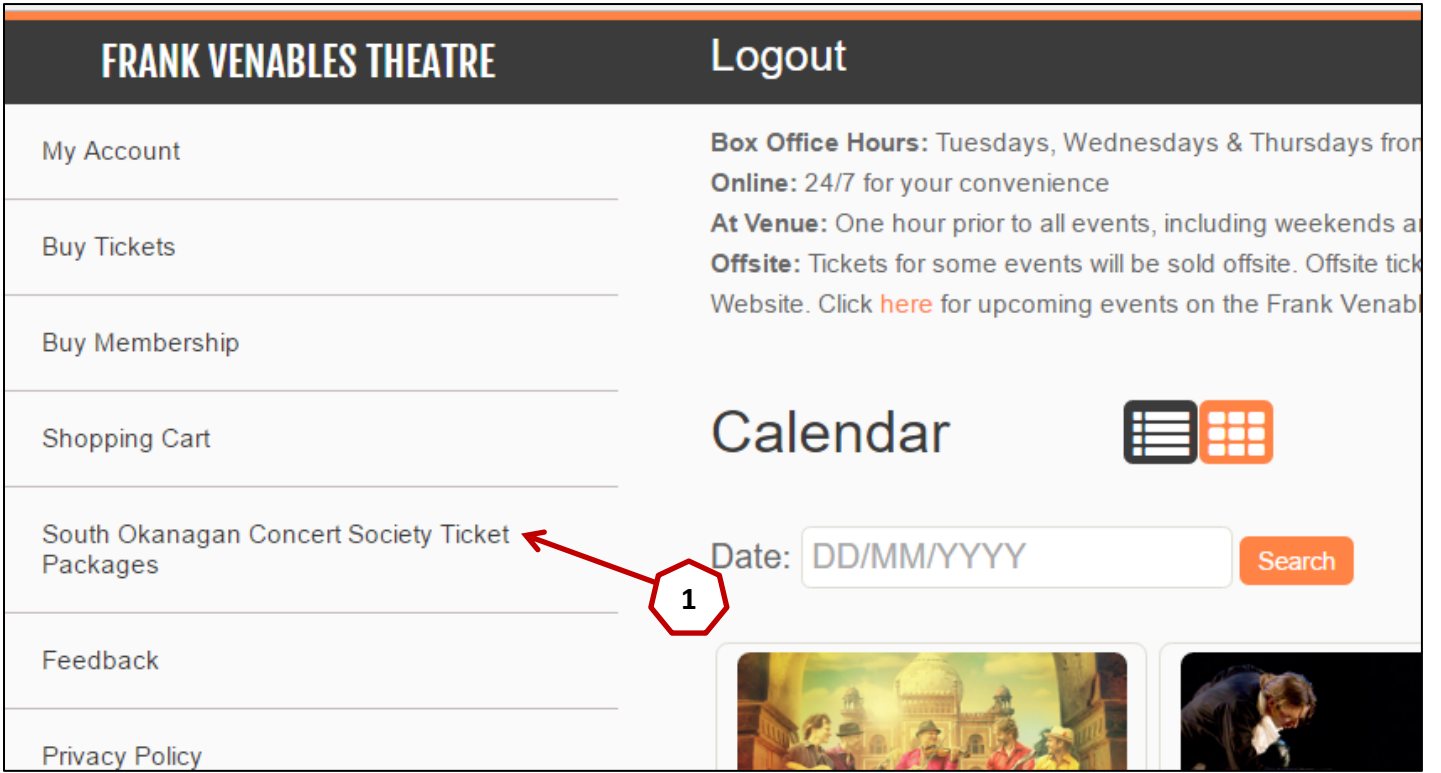
**For Check Out instructions, skip to page 9**

**Series Purchases:**

Sometimes show promoters will offer a discount if you purchase more than one of their shows as part of a series or package. For instructions on creating and **Buying a Series**, follow the steps below. For **Individual Show Purchases**, return to page 2.

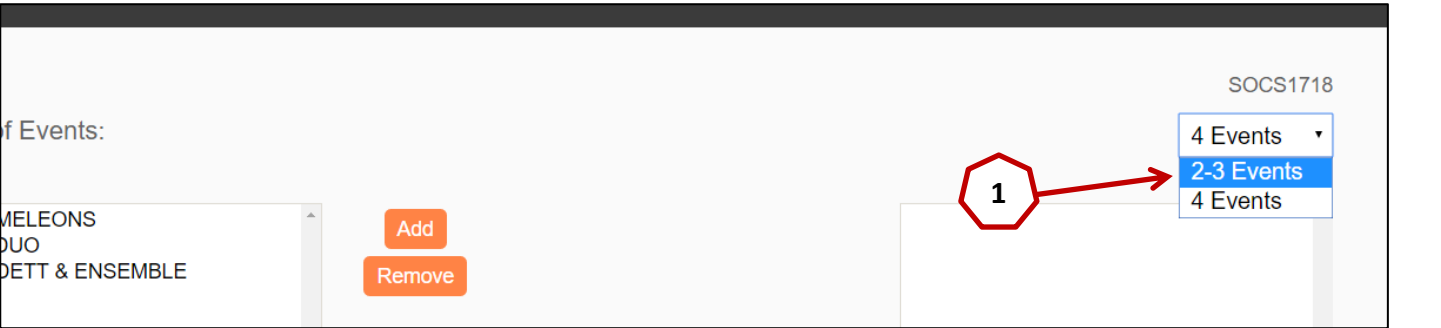
**Series Purchases Step 1: Select the Series you are interested in:**

- 1. When a series or ticket package is available for purchase, there will be a link available in the left margin of the ticket as shown in the image below. Click on that link.



**Series Purchases Step 2: Select the size of series you want:**

- 1. If a presenter offers more than one choice for the number of shows in a season, the size of series you want can be selected by clicking the drop down arrow near the top right of the screen. Click this arrow and select the number of events you wish to attend.
- 2. In the example below, “2-3 Events” is being selected. Typically, presenters will offer better discounts for purchasing more shows as part of a series.



**Series Purchases Step 3: Pick the shows you want to be part of your series:**

1. In the left side windows near the centre of the screen, select a show you want to add to your series.
2. Press the orange “Add” button.
3. Repeat until you have selected all the shows you want. The number of shows you select has to match the size of series you selected in the previous step.
4. If you make a mistake, you can select an event in the right side window and click the “Remove” button.
5. When you are finished selecting your events, click on the orange “Next” button.

Season: SOCS1718

Number of Events: 2-3 Events ▾

Events:

PIANO CAMELEONS  
JOE TRIO

CHENG 2 DUO  
CARI BURDETT & ENSEMBLE

Add  
Remove

Next Cancel

**Series Purchases Step 4: Enter the number of tickets you want:**

1. Enter the number of tickets you want for each show in the window at the top right corner of the screen. (In this example, “3” has been entered)
2. The shows you selected are in the list below, including the performance date and time. Some shows will have more than one performance. In these instances, you can select the performance you wish to attend by using the drop down arrow for each event.
3. When you are done, click on the orange “Next” button.

Number of Subscriptions Required: 3

CHENG 2 DUO  
CARI BURDETT & ENSEMBLE

Friday, 1/19/2018, Curtain Time: 7:30 PM ▾  
Friday, 2/9/2018, Curtain Time: 7:30 PM ▾

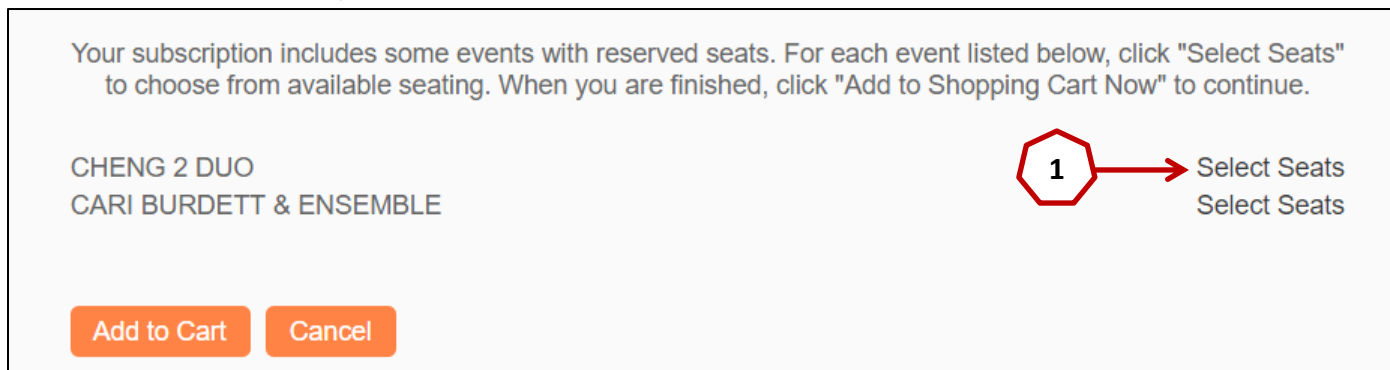
Next Cancel



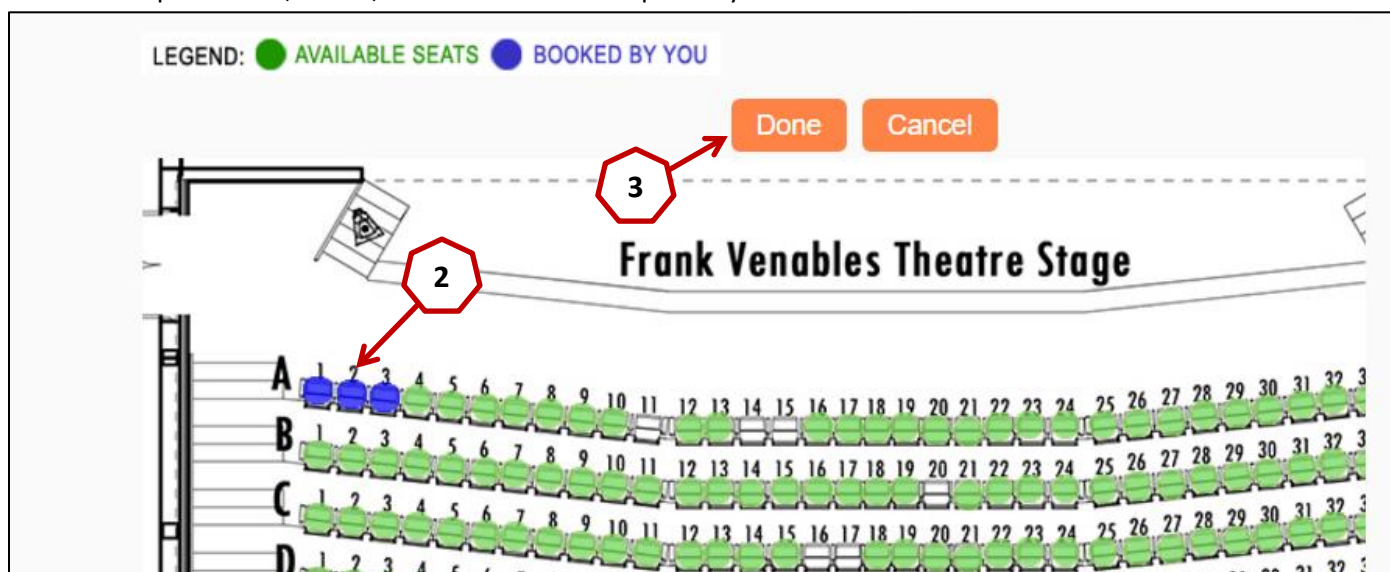
#### **Series Purchases Step 4: Select your seats:**

Once you have chosen your series, the shows you selected and the number of seats needed for each show, you need to select your seats for reserved seating events. Seats are selected individually for each show.

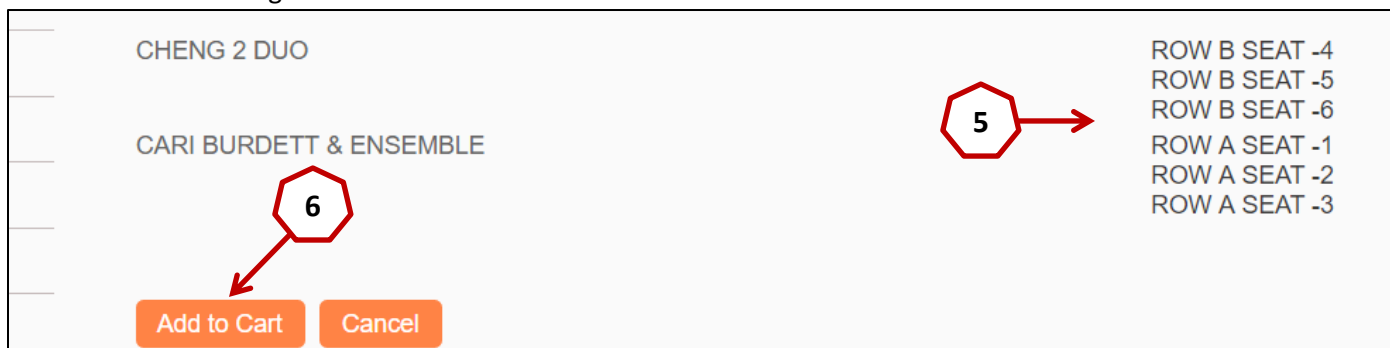
1. In the screen below, click on "Select Seats" for the first show.



2. After clicking on "Select Seats" you will be directed to a seat map for that show. Select the seats you want by clicking on them one by one. Remember to select the same number of seats as you wanted in Step 5.
3. Click on the orange "Done" button.
4. Repeat 1 to 3, above, for each show that is part of your series.



5. When you are done selecting seats for each show in your series, they will be displayed as in the following image.
6. Click the orange "Add to Cart" button.



### Series Purchases Step 5: Select your type(s) of ticket:

Some events offer different ticket prices for regular, seniors, students, etc.

1. Select the applicable ticket type for each subscription by using the drop down arrow next to each subscription. Repeat for each.

### Subscriptions

2/26/2017 10:38:28 AM

Ticket Type: Regular 2-3 Events ▼

	Performance	Table-Seat	Price
CHENG 2 DUO	Friday-1/19/2018- 7:30 PM	ROW B SEAT -4	\$21.00
CARI BURDETT & ENSEMBLE	Friday-2/9/2018- 7:30 PM	ROW A SEAT -1	\$21.00

Remove Subscription

2/26/2017 10:38:28 AM

Ticket Type: Regular 2-3 Events ▼

Event	Performance	Table-Seat	Price
CHENG 2 DUO	Friday-1/19/2018- 7:30 PM	ROW B SEAT -5	\$21.00
CARI BURDETT & ENSEMBLE	Friday-2/9/2018- 7:30 PM	ROW A SEAT -2	\$21.00

2. At this point you can also remove a subscription if you changed your mind and want fewer seats.
3. Your total purchase price for your series is show at the bottom of the screen.
4. When you are finished selecting ticket types, select your delivery option from the drop down list (either “Email Tickets” or “Pick Up at Venue”)
5. Tell us how you heard about this event from the drop down list.
6. Click on the orange “Check Out” button.
7. If you change your mind completely, you can cancel everything by clicking on the “Empty Cart” button.
8. If you want to buy other tickets for other shows, you can click on the “Continue Shopping” button.

Sub-total before fees \$74.00

Operations Fee \$15.00

Total Amount Due: \$89.00

Select a delivery option

How did you hear about this event?

Email Tickets ▼

Newspaper ▼

Check out Empty Cart Continue Shopping



## Check Out

After you have clicked the “Check Out” button in your individual or series ticket flow, you will see a summary in the format shown below.

### Check Out Step 1: Verify amount due:

1. You may choose to Edit your cart or continue shopping .
2. If you are finished shopping, press the orange “Pay Now” button at the bottom. 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 displays a checkout interface with the following elements:

- Order Total:** \$89.00
- Balance Remaining:** \$89.00
- Action Buttons:** An orange button labeled "Edit Shopping Cart/Continue Shopping" is highlighted with a red octagon and the number 1, with an arrow pointing to it from the left.
- Payment Information:** A section header.
- Amount Paid So Far:** \$0.00 (displayed in red text).
- Pay By Credit Card:** A section header with Visa and MasterCard logos to its right.
- Payment Notice:** A red text box stating: "For payment you will be transferred to Frank Venables Theatre Retail Service's secure payment page hosted by Moneris."
- Amount:** \$89.00
- Action Buttons:** An orange button labeled "Pay Now" is highlighted with a red octagon and the number 2, with an arrow pointing to it from the right.

### Check Out Step 3: Payment

A picture of the Moneris credit card processing window is shown on the following page. 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.

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.

Mandatory fields marked by \*

### Payment Details

Transaction Amount: \$89.00 (CAD)

Order ID: FVT-8-20170226140011



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

Process Transaction

Cancel Transaction

#### **Check Out Step 4: 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 Venable 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](mailto:tix@venablestheatre.ca). We will get back to you as soon as we can.

#### **Check Out Step 5: Enjoy the Show!**