

## Visalia Recital “Let’s Play a Game” Ticket Information 2019

Families of DANCERS EDGE -Visalia, this year we are offering a service for *“Let’s Play a Game!” dance recital*, making your ticket purchase as convenient as possible for you! Ticket sales will be ONLINE only; tickets will not be available at the front desk. Our Visalia recital ticket sales will be open on **Wednesday, May 15<sup>th</sup> 12:00 PM** online. No need to wait in line at the studio to purchase!

Tickets are sold first come, first serve! When selecting seats, please be aware that the stage is always at the top. This is reserved seating so please know how many tickets you wish to purchase prior to purchase date. This will help seating all of your family together. Ticket price are \$15 plus a convenience fee per ticket. Children under the age of 3 may sit on a parent’s lap.

To buy tickets online starting MAY 15<sup>th</sup> click here:

<http://tickets.shovation.com/DancersEdgeRecital2019>

**Make sure to select the proper show time or cast your dancer is performing in!**

Visalia Recital has 6 performances:

- Show 3- Wednesday, June 19<sup>th</sup> @ 7pm
- Show 1- Friday, June 21<sup>st</sup> @ 10am
- Show 2- Friday June 21<sup>st</sup> @2:00 pm
- Show 1- Saturday, June 22<sup>nd</sup> @ 10am
- Show 2- Saturday, June 22<sup>nd</sup> @ 2pm
- Show 3- Saturday, June 22<sup>nd</sup> @ 7pm

Please pay special attention to studio communications about your child’s cast to ensure you purchase the correct show time! Share this link with family and friends to purchase tickets to our wonderful performance and support our students! You may also share your purchase on Facebook! You will be prompted online following your purchase. Once your order is complete; you will receive an email confirmation from ShOvation with a link to print your tickets at home like an airline boarding pass!

**Please be certain to print your tickets and take them with you to the show for admission!**

Tickets will be on sale online up until the day before each show. Tickets may be purchased at the door the day of the performance if tickets are still available. Ticket prices at the door will be \$20.

**We highly recommend purchasing and printing your tickets at home prior to the performance.** This helps our ushers admit you into the theater or seating area as quickly and efficiently as possible and you avoid a line at will call the day of the show!

All patrons purchasing their tickets will receive an email confirmation of their entire ticket order. Make sure to enter all billing information correctly: zip code, mailing address and email address to ensure your order processes correctly. An accurate email address is necessary for email receipts.

Visa, MasterCard, American Express, and Discover credit cards are accepted.

**“Let’s Play a Game” tickets may be exchanged up until June 13<sup>th</sup>. No Refunds at any time.**

If you have any questions regarding your ticket purchase please contact Shovation directly.

## FREQUENTLY ASKED QUESTIONS

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

A: That's ok! Please check your inbox for an email from [admin@shovation.com](mailto:admin@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 [www.ShOvation.com](http://www.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 show 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: Email [admin@shovation.com](mailto:admin@shovation.com) or call 1-844-RECITAL (732-4825) and press 1 for customer service or order questions. A representative will contact you shortly for assistance. Please leave a message and your call will be returned as reps are assisting other customers.

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

A: Please be aware that ***all ticket sales are final. There are no 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, you may exchange your tickets up until June 1<sup>st</sup>. Please contact us via phone or email: [admin@shovation.com](mailto:admin@shovation.com). We will be happy to change your seats to the proper performance. Please note that ***a service fee*** may 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. Each organization's return policy differs.

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

A: A patron account is created so that your tickets can be billed and emailed to you accurately. You create a username and password so that you do not have to re-enter all of your information for additional purchases to the same or future events. It also allows you to **log in to Your Account at any time to view orders, print tickets**, and make additional purchases. You can add additional performance tickets to your order and click on the Shopping Cart tab. A patron address is required to verify credit card information and for the studio 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 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 if you need to order immediately. Then contact ShOvation by phone or email: [admin@shovation.com](mailto:admin@shovation.com) to have your password reset and accounts merged if applicable.

***Q: What is the cut-off time to 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 studio 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.

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