

# Digital Ticketing FAQs:

## Why are theatres moving to digital ticketing?

At Majestic Theatre, we want to provide the best patron experience possible. A digital or mobile ticket is the safest, most convenient and flexible way to receive and manage tickets while increasing protection against fraud. Digital tickets provide:

- Quick and easy entry to Majestic & Empire Theatres using your mobile phone or smart device.
- Instant access to all your tickets through the Ticketmaster app.
- The ability to manage, send, sell or donate tickets at any time
- Protection against lost, stolen, counterfeit or forgotten tickets
- A convenient alternative to printing tickets at home

## How much does the app cost?

The app and mobile ticketing are FREE. There are no costs associated with managing your tickets on your smartphone, including accessing tickets for mobile entry, forwarding tickets or selling tickets online.

## How do I access my tickets on my smartphone?

Download the Ticketmaster app from the iTunes App Store or the Google Play Store. Go to “Tickets” or “Manage Tickets.” Browse for the specific event you’re looking for and tap to see your tickets. When you get to Majestic & Empire Theatres, present your smartphone to the guest services representative to have your ticket scanned, or scan it yourself at a scanning station. If you have guests and multiple tickets on your phone, swipe to navigate between them.

## Can I print my ticket from home?

No. With QR Digital Tickets, all tickets are fully digital and only accessible on your mobile device. Your phone is your ticket.

## Can I use a screenshot of my ticket?

No. A mobile ticket must be provided either within the app, the mobile website or within your phone’s wallet to gain entry.

## When should I view my ticket?

We recommend that you view and add your tickets to your phone’s wallet at least 48 hours before the event.

## What do I do the day of the show?

We recommend viewing your digital tickets prior to arriving at the theatre. Simply add tickets to your smartphone's wallet. At entry, your smartphone will be scanned and you're in! Don't forget to have a fully charged battery.

### **What happens if my ticket doesn't scan properly?**

We recommend turning your screen brightness to the highest setting. If that doesn't work, your ticket can be validated by having the ticket taker manually enter your ticket number directly into the scanner.

### **What if I lose connectivity/can't connect to my account at Majestic & Empire Theatres?**

The Ticketmaster app includes an offline mode that helps to save tickets after you view them. Once the tickets have been added to your account, you will be able to access them regardless of internet connectivity. To ensure seamless entry, we highly recommend adding your tickets to your phone's digital wallet before arriving at the event. If you have an iPhone, you can store your tickets in your Apple Wallet. If you're an Android user, you can save your tickets to your phone through Google Pay.

### **What if my phone breaks, dies, or is lost/stolen before I arrive?**

Simply come to the box office, present your ID, and we can issue you a printed ticket.

### **Can I have multiple tickets on a single phone?**

Yes. However, we recommend transferring any tickets you're holding in advance to everyone attending. Everyone can enter on their own, explore the venue, and you can meet at your seats.

### **What if my entire party isn't with me when I'm ready to enter?**

Ticketmaster makes it easy to send tickets to everyone in your party in advance. You can easily Transfer each member their own ticket in advance, allowing everyone to enter on their own.

### **How do I send a ticket?**

It's easy! Using the Ticketmaster app, sign in to your account.

- Select My Events, then tap the event you'd like to transfer tickets for.
- Tap Transfer, select the ticket/s you'd like to send, and enter the recipients info.
- You're all set. We'll send an email to your recipient to accept their tickets right in their account.
- Sending multiple tickets? Simply complete the steps above for each ticket.

### **Does the person I send the tickets to need a Ticketmaster account?**

Yes. If they don't have one already, they can easily create one in just a few minutes when they accept their tickets.

### **What if I forward tickets to the wrong person, can I recall the tickets?**

Yes. You can reclaim tickets as long as they haven't already been accepted by the recipient. We recommend double-checking the email just to be safe.

### **Can ticket holders transfer tickets after the event has started?**

Yes. However, you may not sell tickets after the event has begun.

### **How do I sell a ticket?**

Selling tickets is super easy and safe with Ticketmaster and can be done in just a few steps:

- In your app, tap My Events to view your tickets.
- Select the tickets you'd like to sell and enter your asking price.
- Next, select your payment methods.
- Tap Sell Tickets and you're all set. Your tickets will be listed and we'll let you know as soon as they sell.

### **Is my personal information secure?**

Yes! Our venue is PCI compliant, giving you the highest available security to ensure that your credit card and account password are all well-protected.

### **What if I want a hardstock ticket to commemorate my visit?**

Don't worry - you can pick up hardstock tickets at the box office.