



## Online Ticketing Frequently Asked Questions: *Ticketing, Online Ordering, and Discounts*

### TROUBLESHOOTING:

- Are you experiencing problems ordering tickets? If so, please contact Kayley Vavra, Rink Manager, at [kayley@rinkservicesgroup.com](mailto:kayley@rinkservicesgroup.com) or 603.422.0600.

### SELECTING TICKETS:

- **I'm having difficulty selecting the date/time.**  
The links take you to the first date tickets are available for the week. Select the desired date you are looking for with the "other dates" option. Then the timed session you are looking for. If the date/time is not appearing, the session is either sold out or unavailable.
- **I can't select the number of tickets I need.**  
It's possible that the event date/time/or ticket category is sold out or you wish to purchase more tickets than are available. To see if an event category is sold out, select the date and time you wish to attend. If sold out, it will be stated next to the ticket types.

### MEMBER DISCOUNTS:

- **I am a museum member, how many discounted tickets do I receive?**  
Strawbery Banke Museum members enjoy discounted admission to Labrie Family Skater at Puddle Dock Pond. The number of tickets eligible for the discount varies by membership level. For membership levels and benefits associated with each, visit [strawberybanke.org/join/membership-levels.cfm](http://strawberybanke.org/join/membership-levels.cfm).
- **How do I get discounted/complimentary member tickets online?**  
With the new ticketing system, sign in once you have registered an account. Add the desired number of member and/or nonmember tickets to the cart as needed. **The system will know what membership level you have and automatically apply the appropriate discount to "member" tickets only.**
- **I didn't receive a promo code. How do I obtain my member discount?**  
With Altru, promo codes are no longer needed. Signing in to your account will automatically apply the appropriate discount to your cart during the checkout process.

1. **How do I get my discount in the online ordering process?**

- a. If you have already registered an account using the sign-in link at the top right of the screen.
- b. The link takes you to a list of dates. Select the desired date.
- c. Type in the desired quantity of tickets. **Member tickets are listed at the same price as non-member tickets. The discount will be applied to the cart.**
- d. Click the blue Add to Cart button on the bottom left.
- e. If you want to buy tickets for the other night use the Continue shopping button to return to the previous page. Then select the Other date... option.
- f. Then click the blue Check Out button on the bottom right.
- g. An email confirmation will be sent to you via WebMaster.

**Tip:** Members receive discounted tickets based on membership level. Additional tickets are at full price.

- **What do I do if I'm not receiving member emails?**

There are multiple reasons why member emails may not be delivered. Sometimes the museum's emails are picked up by spam filters or are sent to a "promotions" inbox. To make sure you are receiving emails from Strawberry Banke Museum, please add [mmcnutt@sbmuseum.org](mailto:mmcnutt@sbmuseum.org) to your "safe senders" or contact list.

It's possible that you may have accidentally unsubscribed, there is a typo in your email address, or your membership has lapsed. For additional email troubleshooting, please contact the membership office via [membership@sbmuseum.org](mailto:membership@sbmuseum.org) or 603.770.0257.

#### **CREATING A MEMBER ACCOUNT:**

- In order to purchase discounted member tickets, you must first create a user account. Creating an account is simple and free. Strawberry Banke values your privacy and does not share your information with any third parties.
- Click the following link [Strawberry Banke Museum \(blackbaudhosting.com\)](http://blackbaudhosting.com), which will direct you to a page where you can create an account.
- Fill in your contact information and create a password using your preferred methods of communication.
- You will receive a confirmation email once your registration is complete.
- Going forward, use your email address and password to sign in.

#### **RESETTING ACCOUNT PASSWORD:**

- If you've forgotten your password, follow these steps to reset and regain access to your account.

- Click the “sign in” text at the top right-hand side of the screen.
- In the pop-up window, click on the text saying “[Forgot your password?](#)”
- In the next window, enter the email address associated with your existing account.
- Once a valid email is entered, an email with reset instructions will be sent to the associated account. If you do not receive the email, please check your junk email folder. If you still do not receive an email, the entered email address may not be associated with an Altru account, and the user should “create an account” or contact Strawberry Banke Museum for assistance.

#### **LIBRARY MEMBERSHIPS & DISCOUNTS:**

- Library passes entitle the bearer and their immediate family to 50% off tickets to Labrie Family Skate at Puddle Dock Pond for the date(s) that the pass has been checked out from the library. Passes will be honored in person at the admission desk. **Library pass holders are not eligible to purchase online tickets.** For questions on Library memberships, please contact the membership office via [membership@sbmuseum.org](mailto:membership@sbmuseum.org) or 603.770.0257.

#### **DISCOUNTED ADMISSION FOR U.S. ACTIVE-DUTY MILITARY:**

- U.S. active-duty military and immediate family members receive 50% off admission tickets up to 6 public skating admission tickets. Those who qualify for the discounted admission should contact Kayley Vavra, Rink Manager, at 603.422.0600 or [kayley@rinkservicesgroup.com](mailto:kayley@rinkservicesgroup.com) to obtain the discount code for online ticketing. Please be prepared to present a valid ID at the admissions desk upon arrival.

#### **SKATE ADMISSION PASSES:**

- Skating passes from the ten-ticket passbooks cannot be redeemed online. To reserve space for a public skating session, passes must be redeemed in person at the admissions desk after ticket sales are published for the upcoming week each Sunday at 5 PM. Skate passes do not guarantee admission to the rink and must be redeemed for a timed skating session ticket.

#### **CONFIRMATION AND COMPLETING AN ORDER:**

- **I’ve completed my order, where are my tickets?**  
Strawberry Banke Museum uses Altru as a ticketing platform. The fastest way to find your tickets is to search your inbox for an email from WebMaster. Your tickets are available as a link in the email. If for some reason you did not receive your tickets via email, please contact Strawberry Banke via [kayley@rinkservicesgroup.com](mailto:kayley@rinkservicesgroup.com) or 603.422.0600.

- **I have my tickets. Do I need to print them?**

You do **NOT** need to print your tickets. Labrie Family Skate at Puddle Dock Pond will have a list of names, ticket types, and ticket quantities.

**CANCELLATION POLICY:**

- If a skating session is canceled by the Museum due to weather or unforeseen circumstances, tickets will be automatically refunded for the affected sessions. Ticket holders will be notified via email along with cancellation notices posted to the [Labrie Family Skate at Puddle Dock Pond Facebook Page](#).
- Due to the limited capacity, there can be no refunds. Additionally, Strawberry Banke is unable to accommodate requests for purchased tickets to be transferred to a different date outside of the 24-hour window the tickets were purchased.
- If there has been an error with a ticket order, please contact Strawberry Banke **within 24 hours of the ticket purchase**. The Museum will work with the ticket purchaser within the 24-hour window, as availability allows, to make the adjustments requested. For ticket order errors contact Kayley Vavra, Rink Manager, at [kayley@rinkservicesgroup.com](mailto:kayley@rinkservicesgroup.com) or 603.422.0600.