

**Online Ticketing Frequently Asked Questions:**  
*Ticketing, Online Ordering, and Redeeming Promo Codes*

**ORDERING & FEES:**

- **Can I purchase tickets in person or over the phone?**  
No, not at this time. Tickets are only available online.
- **Why do I have to pay ticketing fees?**  
Online ticketing fees help cover the cost of the ticketing website and operations and are much less than most outlets. Fees apply to online orders and are non-refundable.

**SELECTING TICKETS:**

- **I'm having difficulty selecting the date and time I wish to attend.**  
It's possible that event time is sold out or you wish to purchase more tickets than are available. To see if an event is sold out, select the date and time you wish to attend. If sold out, it will be stated next to the ticket types.
- **I can't select the number of tickets I need.**  
The drop-down menu defaults to show 10 available tickets. If you are unable to select more than the number of default available tickets, there are a limited number of tickets remaining for that particular time slot and date. Please try selecting a different date and time.
- **The date and time I wish to attend is sold out. Is there a waiting list?**  
At this time there is **no waiting list**. Please select a different date and time to attend.

**\*\*Buyers Beware\*\***

Please only purchase event tickets directly from Strawberry Banke Museum. Strawberry Banke uses Simpletix for online sales. Purchases made through third-party websites cannot be validated (real or counterfeit).

**CONFIRMATION AND COMPLETING AN ORDER:**

- **I've completed my order, where are my tickets?**  
Strawberry Banke Museum uses Simpletix as a ticketing platform. The fastest way to find your tickets is to search your inbox for an email from Simpletix. Your tickets are available as a PDF attachment. If for some reason you did not receive your tickets via email, please contact Strawberry Banke via 603.433.1100 or [info@sbmuseum.org](mailto:info@sbmuseum.org)
- **I have my tickets. Do I need to print them?**  
You do NOT need to print your tickets. As an additional COVID-19 precaution, Strawberry Banke Museum is utilizing contact-free check-in and will have a list of names, ticket types, and ticket quantities.

**MEMBER DISCOUNTS:**

- **I am a museum member, how many complimentary tickets do I receive?**  
Strawberry Banke Museum members enjoy free museum admission, free or discounted admission to unforgettable signature events, and discounts to unique talks and educational

**Online Ticketing Frequently Asked Questions:**  
*Ticketing, Online Ordering, and Redeeming Promo Codes*

programs based on membership levels. 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 my complimentary member tickets online?**

Members are issued promo codes in weekly emails/e-newsletters. Promo codes waive the fees for member tickets.

- **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.

**LIBRARY MEMBERSHIPS & DISCOUNTS:**

- Libraries who have museum passes may use them for free admission to Candlelight Stroll Under the Stars. Each library has 2 passes, which cover free admission for a family. Libraries can use 2 passes for each night of Candlelight Stroll Under the Stars. Patrons using the Library Pass need to register online. Libraries will be provided with a promo code that they are responsible for providing patrons with. If a library is calling, feel free to give them the code. If it is a patron calling please refer them to their library. Each library is responsible for tracking the use of passes.

**MILITARY DISCOUNTS:**

- **US Military and families; veterans** - Strawberry Banke is a **Blue Star Museum**, a collaboration among the **National Endowment for the Arts**, **Blue Star Families**, the Department of Defense, and more than 2,000 museums across America.

To honor and thank those currently serving in the United States Military, including the National Guard and Reserve, Strawberry Banke **provides free museum admission to those with a valid ID and for up to 5 family members.**

United States veterans also qualify for free museum admission.

**Active duty military families; veterans** who qualify for complimentary admission through the Blue Star Museum program should contact Strawberry Banke via [info@sbmuseum.org](mailto:info@sbmuseum.org) or 603.433.1100 to obtain promo codes.

**BOOKING GROUPS OF 10 OR MORE**

- Parties of 10 or more individuals qualify to receive discounted event tickets. Group rates for Candlelight Stroll tickets are \$18 per adult and \$10 per child (ages 5 – 17). Those interested in booking tickets for parties of 10 or more should contact Jon Brown, Director of Visitor Services at [jbrown@sbmuseum.org](mailto:jbrown@sbmuseum.org) or 603.433.1110.

**Online Ticketing Frequently Asked Questions:**  
*Ticketing, Online Ordering, and Redeeming Promo Codes*

**OBTAINING ONLINE DISCOUNTS WITH PROMO CODES:**

- **What is a promo code?**

Strawbery Banke uses promo codes to issue complimentary tickets or discounts to museum members, corporate partners, as well as active-duty military, their families, and veterans.

- **I am a museum member, how do I get my promotional/promo code?**

Promo codes are issued to members via weekly member email communications. The fastest way to find your email containing promo codes is to search your inbox for an email from "mmcnett@sbmuseum.org" OR from Strawbery Banke Museum.

**Active duty military and their families; veterans** who qualify for complimentary admission through the Blue Star Museum program should contact Strawbery Banke via 603.433.1100 or [info@sbmuseum.org](mailto:info@sbmuseum.org) to obtain promo codes.

**Corporate partners** should contact Wendy McCoole, Community and Corporate Engagement Manager via [wmccoole@sbmuseum.org](mailto:wmccoole@sbmuseum.org) or 603.422.7502.

**Event Volunteers** should contact Alex Cave, Museum Events Manager via [acave@sbmuseum.org](mailto:acave@sbmuseum.org) or 603.828.2979

- **I have my promo code. How do I redeem it in the online ordering process?**

- 1) Select the event
- 2) Click on the blue "Buy Tickets" oval button on the right of the screen
- 3) Select the date AND time you wish to attend
- 4) In the top right corner of the screen next to the date and time you've selected, click on the "Have a promotional code?" text in blue.
- 5) Type in the promotional code
- 6) Click "APPLY"
- 7) Add the number of tickets desired to the cart.

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

- **Why do I need to provide my name and contact information with free tickets? How is my information used?**

Strawbery Banke Museum collects contact information including name, address, email address, and phone number with all tickets, including free tickets. This information is only used by Strawbery Banke to contact you with important information and event reminders as well as any changes/cancellations.