

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

**1. 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.

**2. How do I reserve/purchase tickets when it says the ticket section is locked?**

The ticket section is locked as it is likely a free or discounted ticket for members. The ticket section can be unlocked using the correct promo code.

**3. 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.

**4. 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.

**5. I've completed my order, where are my tickets?**

Strawbery 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 Strawbery Banke via 603.433.1100 or [info@sbmuseum.org](mailto:info@sbmuseum.org)

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

You do NOT need to print your tickets. As an additional COVID-19 precaution, Strawbery Banke Museum is utilizing contact-free check-in and will have a list of names, ticket types, and ticket quantities.

**7. I am a museum member, how many complimentary tickets do I receive?**

Strawbery Banke Museum members enjoy free museum admission, free or discounted admission to unforgettable signature events, and discounts to unique talks and educational 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)

**8. 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.

**9. 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.

**10. 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 “mmcnutt@sbmuseum.org” OR from Strawberry Banke Museum.

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

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

**11. 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.

**12. 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 complimentary tickets based on membership level. Additional tickets are at full price.

**13. 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 Strawberry Banke to contact you with important information and event reminders as well as any changes/cancellations.