

**Frequently Asked Questions:
Ticketing, Online Ordering, & Important Event Info.**

1. What dates and times are available for Candlelight Stroll Under the Stars?

Candlelight Stroll Under the Stars takes place over the course of two weekends: Friday, December 11-Sunday, December 13, 2020 & Friday, December 18-Saturday, December 20, 2020 from 4-8 PM. One-hour, self-guided tours departing every 30-minutes. The last self-guided tour departs at 7 PM.

2. 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

3. How do I get my complimentary member tickets?

Due to precautions surrounding COVID-19, all tickets must be pre-purchased online for Candlelight Stroll Under the Stars. Members are issued promo codes, which waive the fees for member tickets.

4. 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.

5. 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 to obtain promo codes.

Corporate partners should contact Wendy McCoole, Community and Corporate Engagement Manager via wmccoole@sbmuseum.org or 603.422.7502.

6. 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 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 or 603.770.0257.

7. 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 the blue “APPLY” oval button
- 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.

8. 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.

9. 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.

10. I want to attend Candlelight Stroll Under the Stars and skate. Does my Candlelight Stroll ticket include skating. No. Tickets for Labrie Family Skate at Puddle Dock Pond are NOT included with Candlelight Stroll tickets. To comply with physical-distancing guidelines, skating tickets must be purchased at the TYCO Visitors Center are first-come, first-served. For more information about Labrie Family Skate at Puddle Dock Pond, please [click here](#).

11. What is the cost to skate?

- Strawbery Banke member admission ticket (ages 5+): \$6
- Public skating admission ticket (ages 5+): \$12
Member & non-member children under 5 are free
- Public skating admission ticket book (10 tickets): \$96
- Pond hockey admission ticket: \$10
limited number on ice

- Skate rental: \$6
- Skate sharpening: \$7

12. I can’t select the number of tickets I need.

The drop down menu defaults to show 5 available tickets for the Member Preview Night and 10 available tickets for the main Candlelight Stroll Under the Stars event. 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.

13. The date and time I wish to attend is sold out. Is there a waiting list?

At this time there is not a waiting list for the main event. Please select a different date and time to attend.

14. 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.

Reminder: If Candlelight Stroll Under the Stars is canceled due to weather or any other reason by Strawbery Banke, registrants will be notified by email no later than noon on the day of the event.

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

Strawbery Banke Museum uses Simpletix for 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.

16. 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 for Candlelight Stroll Under the Stars and will have a list of name, ticket type, and ticket quantities each night of the event.

17. Where do I park for the event?

There is NO ON-SITE PARKING for Candlelight Stroll Under the Stars as it is reserved for those with handicap accessible plates or hangtags only. We encourage you to try [nearby off-site parking options](#) including Portsmouth's two parking garages: [Hanover Street Garage](#) (near Market Square) and [Foundry Place Garage](#) (near Sheraton, Residence Inn, Fairfield Inn & Suites). Please note, there will be no Vintage Christmas Trolley this year.