

FRIENDS AND SEASON TICKET HOLDERS – MAKING YOUR PURCHASE ONLINE

For the first time in 2012, Season Ticket Holders and Friends of the Festival are able to purchase their Festival tickets online. Follow the steps to guide you through the process.

BEFORE YOU GET STARTED

Make sure you have with you:

- Your Friends Membership Number (on the reverse of your Card)
- Your credit card to pay for any additional tickets you may like to purchase

STEP 1

Browse the Festival website (*festival.co.nz*) or the Ticketek website (*premier.ticketek.co.nz*) to make your show choices.

STEP 2

If you are browsing on the Festival website:

When you are ready to begin booking, click the Buy at Ticketek button on one of the event pages, or the Booking Tickets page on the Festival website. This will redirect you to the Ticketek website booking pages.

EVENT PAGE

The screenshot shows the Festival website's event page. A pricing modal is open, displaying the following information:

Pricing <small>excl. service fee</small>	
GA	\$58.00
FR	\$53.00
Full Booth (8 seats)	\$520.00
Single Booth seat	\$65.00

Venue: TelstraClear Festival Club, Odlin's Plaza

Show times

20:00 on the 7th of March

The 'Buy at Ticketek' button is highlighted with a red box. Below the modal, a calendar shows the event date as the 7th of March. At the bottom of the page, there is a description of the event: "The circus gets a titillating twist as *Cantina's* creatures of the night come out to play. As darkness falls, the temperature will be rising in the..." and an event detail section showing "Pricing: \$53-\$65" and "Duration: 1hr". A "Buy tickets" button is also visible in the event detail section.

STEP 3

When you go onto your selected Event Page, and choose your selected Festival event, you will see the Membership Redemption box below the pricing information.



STEP 4

- Type your password into the box.
- Your password will be your account number which is found on the back of the card. Please remove the hash and any spaces when entering:

Ie. nzf #111 will be nzf111; int # 2012 will be int2012

- If you have more than one password, push enter between each individual password so that you have a stacked list, like so:

Ie. nzf111
Int2012

[Login to My Ticketek](#)

[Register](#)

EVENT & PRICING INFORMATION

Venue:

Wellington Town Hall, Wellington

Date:

Sun 11 Mar 2012 8:00pm

Ticket pricing:

Wellington Town Hall, Wellington on
Sun 11 Mar 2012 8:00pm

A Res Table

Adult	\$78.00
Premium Season Ticket Redemption	\$0.00
Friends	\$73.00
Friends (Double)	\$73.00
1 Adult ticket + Platter	\$118.00
1 Friend Ticket + Platter	\$113.00

B Res Table

A Res Gallery

B Res Gallery

C Res Gallery

Membership Redemption

If you have Membership Account Number please
enter it here:

lucypsp10

BUY NOW

A Transaction Fee from \$5 applies for this event.

Price Range: \$38-\$78

Please Note: You have entered it wrong
if you receive the below message.

Membership Redemption

If you have Membership Account Number please
enter it here:

Invalid Account Number

lucypsp10

BUY NOW

A Transaction Fee from \$5 applies for this event.

Price Range: \$38-\$78

 ezyTicket™ is available for this event. Get
your tickets instantly and save!



For special seating requirements such as
hearing difficulties or impaired mobility
please contact us on 0800 842 538 (Ticket)
For wheelchair seating and inquiries, please
call 0800 686 677. **Please note: This line
is for wheelchair seating ONLY!**

STEP 5

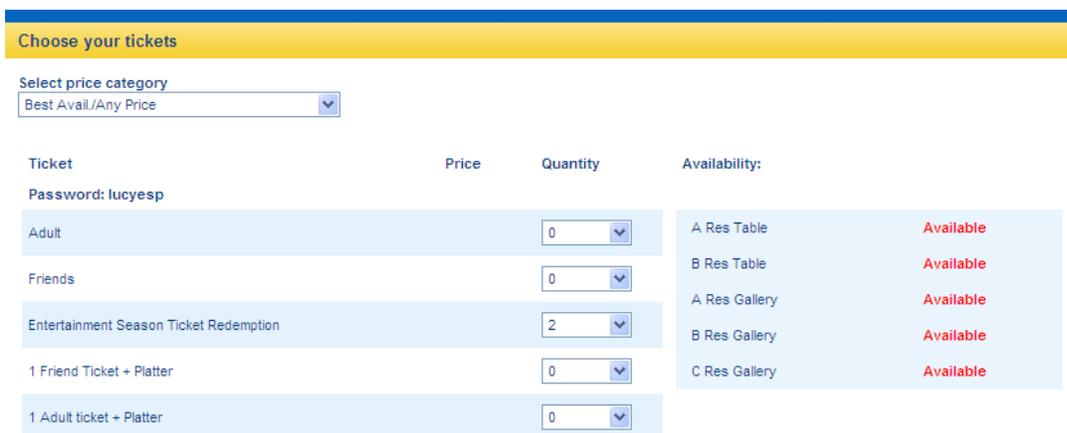
If you have entered your account correctly, you will move on to the second page.



The screenshot shows the Ticketek website interface. At the top left is the Ticketek logo. In the top right corner, there is a shopping cart icon and the text "No basket". Below the logo, a progress bar indicates five steps: 1. Venue/Date, 2. Choose Tickets (highlighted), 3. Join / Login, 4. Payment, and 5. Confirmed. The main content area is titled "CHOOSE TICKETS" and features an event card for "Walk A Mile In My Shoes". The event card includes a collage of five women's faces, the event title, venue (Wellington Town Hall, 111 Wakefield Street, Wellington), and date & time (Sun 11 Mar 2012 8:00pm). Below the event card is a section titled "Choose your tickets" with a dropdown menu for "Select price category" set to "Best Avail./Any Price". A table lists ticket options with columns for "Ticket", "Price", "Quantity", and "Availability". The "Availability" column is split into two sub-columns: "Availability:" and "Availability". The "Availability:" sub-column lists options like "A Res Table", "B Res Table", "A Res Gallery", "B Res Gallery", and "C Res Gallery". The "Availability" sub-column shows the status "Available" in red text. The "Quantity" column has dropdown menus with the value "0". A password "lucyesp" is entered in the "Password:" field. A note at the bottom states: "* Price includes GST. You can only purchase tickets in one price category."

STEP 6

Select your pricetype as allowed by your membership privileges. Refer to your membership confirmation letter for outlines of your privileges. If you try to choose more tickets than you are entitled to within your privileges you will receive an error and need to restart you order, so please make your choices carefully.



This screenshot is a close-up of the "Choose your tickets" section. It shows the "Select price category" dropdown set to "Best Avail./Any Price". The table below has the following data:

Ticket	Price	Quantity	Availability:	Availability
Adult		0	A Res Table	Available
Friends		0	B Res Table	Available
Entertainment Season Ticket Redemption		2	A Res Gallery	Available
1 Friend Ticket + Platter		0	B Res Gallery	Available
1 Adult ticket + Platter		0	C Res Gallery	Available

STEP 7

Select the below delivery option to receive \$0 delivery option available for all Membership purchases during the exclusive period.

Choose your delivery options

Collecting your ticket(s):**

- ezyTicket (a \$5.00 Transaction Fee applies for this delivery type)
Tickets are sent as a PDF attachment to your booking confirmation email. Open ezyTicket using Adobe Reader, save it to your computer then print your tickets at your convenience. ezyTicket requires Adobe Reader version 9.0 or above (version 9.0 is recommended).
- Regular Mail (a \$0.00 Transaction Fee applies for this delivery type)
Please note: Unfortunately we are not able to send tickets to international addresses. Regular mail may take up to 7 to 10 days in some instances.
- Venue Pickup (a \$8.00 Transaction Fee applies for this delivery type)
You must be the credit card holder to make this booking. You are required to present your credit card and photo I.D. to collect tickets. Tickets will not be issued to persons other than the credit cardholder. Valid concession I.D. must be presented where applicable.
- Regular Mail (a \$8.00 Transaction Fee applies for this delivery type)
Regular mail may take up to 7 to 10 days in some instances.
- Courier (a \$12.00 Transaction Fee applies for this delivery type)
Please note: Unfortunately we are not able to send tickets to international addresses. Couriers will only be delivered to a street or business address and will not be delivered to a PO Box or Private Bag address. A signature is required for courier so please ensure that someone is available to sign for delivery between 8.30am-5pm. Allow up to 5 days for delivery.
- Rural Delivery (a \$13.50 Transaction Fee applies for this delivery type)
Please ensure the courier address provided will have someone available throughout the day.

[**Click here for collection / delivery info](#)

STEP 8

To choose your next event, click Select More Tickets. You will return to the Festival landing page, where you can choose your next event.

Your Order Offers: 1 (out of 10 per order)

NZIAF - SEASON TICKETS

EVENT INFORMATION	SEATING INFORMATION	DELIVERY METHOD	QUANTITY	PRICE†
2-4th Feb - 18th Mar 2012 Friends of the Festival Memberships Wellington VENUE MAP	Area: GEN Category: Premium Pass Section: GA-1 Row: - Seat/s: -	Regular Mail	1 x Season Ticket Only	\$940.00

[REMOVE](#)

[SELECT MORE TICKETS](#)

STEP 9

Repeat steps 3-8 until you have chosen all the tickets you require. Season Ticket Holders will be able to continue to purchase additional tickets and must continue to enter their Membership account number in order to receive the Friends discount.

NEED ASSISTANCE?

Call our Friend Hotline (04) 384 3842 (Wellington) / (09) 307 5058 (Auckland) or email festival.co.nz for assistance or information.