

Paperless Tickets – Frequently Asked Questions

Q. *What is Paperless Ticketing?*

A. Paperless ticketing is an alternative delivery method to Print at Home, Mail, or Will Call Pick Up. Instead of receiving your tickets ahead of the event, the credit card used to make the purchase will serve as your ticket. All you need to attend the show is the credit card you used to purchase the ticket and a valid, government issued photo ID (such as a driver's license or passport).

Q. *Why can't I just get printed tickets?*

A. Paperless ticketing ensures that only fans can purchase tickets and attend the event. Paperless tickets have been used successfully at many large events and customers comment that this process was very easy.

Q. *How does it work?*

A. When you arrive at the venue, just go directly to the gate, present the credit card used to purchase the tickets and government issued photo ID. The gate attendant will swipe the credit card and since all the seats are assigned to a single credit card, your entire party must enter the venue at the same time.

Q. *Is it difficult to get into the venue?*

A. Not at all. If you have your credit card and government issued photo ID ready to go, entry is just as fast or even faster if there are several people in your group.

Q. *How do I find my seat?*

A. Once your credit card is scanned and validated, a seat locator slip will be printed for each seat in your order.

Q. *May I use a "Virtual Credit Card" to make online purchases?*

A. No. Virtual credit cards will not work, since you will need to present your physical credit card at the time of entry.

Q. *May I use a Visa or MasterCard gift card to make online purchases?*

A. Sometimes, but we cannot guarantee admission. If you do choose to use a gift card, the physical card must be present for entry, and if there is a name imprinted on the gift card, then that person must enter the event. We recommend choosing non-paperless tickets rather than attempting to use a gift card.

Q. *Are all tickets paperless?*

A. *Not normally*, although it depends on the event. Please check your event to see if regular tickets are available.

Q. *What if I'm not going to the show, but I purchased the tickets?*

A. You must buy non-paperless tickets in another area of the venue if you want to purchase tickets for someone else.

Q. *What if I want to buy tickets for someone else and I can't get to the venue for the day of the event?*

A. To ensure that the tickets remain in the hands of the fan, paperless ticketing requires that that cardholder who purchased the tickets presents their credit card at the door for admission. We would advise you to have a person who will be attending the show, purchase the tickets themselves with their credit card and then you can reimburse them.

Q. *What if my credit card expires before the event?*

A. As long as you have the expired card or have received a replacement card with the same account number ahead of the event, you won't have any trouble.

Q. *What if I don't have or I lose my credit card before the event?*

A. If you do not have a credit card with the same account number as the one used to make the purchase, you will need to go to the box office will call window on the day of the event for alternative handling of your situation. In this case, please be sure to bring a print out of your confirmation email or online order history and your government issued photo ID. The box office will verify that the name associated with the order matches the name on the government issued photo ID. If they do not match, entry will be denied. In all other cases, entry without your credit card will be at the discretion of the John Labatt Centre.

Q. *What if my credit card can't be properly scanned at the gate?*

A. You are still required to present the credit card so that the gate agent may attempt to scan it. If the scan fails, then the number can be manually entered, so long as the name on the credit card matches your government issued ID.