

# RedButte

## Garden&Arboretum

### OUTDOOR CONCERT SERIES

## How To Buy

#### • For the member-only presale:

- [ Know the email address associated with your current Garden-Flex level or above membership.
- [ Know the ticket limit allowed per show by your current membership level.

- During the **Public** sale, the limit is 8 tickets per show for all customers, if available. Tickets are not held back for the public sale.
- Popup blockers on your computer may hinder the purchasing process.
- Once you are in the queue, do not refresh your browser or open multiple browsers. If you do, the system will restart and place you at the end of the line. Once it's your turn to buy tickets, the system will bring you to the purchase page.

#### 1. Go to [redbuttegarden.org/concerts](https://redbuttegarden.org/concerts) and select your preferred show to be redirected to the Red Butte Garden Etix concert series page.

Once on Etix, depending on website traffic, you may be met with a few different screens during the ticket buying process.

The first is the **Waiting Room** and then the **Line Queue**. This is where you'll be held in line until it is your turn to purchase tickets.

- Do not refresh your browser or open multiple browsers. If you do, the system will restart and place you at the end of the line. Once it's your turn to buy tickets, the system will bring you to the purchase page.

Purchase Tips:

- Keep this browser window open until your order is confirmed.
- Opening this website in more than one browser window or tab will remove you from the queue, and you will need to start over.
- To ensure a fair and timely purchase process for everyone, buyers can add tickets to their cart a limited number of times. Once this limit is reached, buyers may purchase the tickets in their cart. In order to change or add tickets at this point, buyers will wait in line again.

Event sale starts in...

00

00

22

18

Days

Hours

Min

Sec

Once the onsale begins, the countdown is replaced with a "Proceed to Purchase" button.

Purchase Tips:

- Keep this browser window open until your order is confirmed.
- Opening this website in more than one browser window or tab will remove you from the queue, and you will need to start over.
- To ensure a fair and timely purchase process for everyone, buyers can add tickets to their cart a limited number of times. Once this limit is reached, buyers may purchase the tickets in their cart. In order to change or add tickets at this point, buyers will wait in line again.

Proceed to Purchase

When the buyer clicks "Proceed to Purchase" they are placed in the queue and the page displays a progress bar showing the estimated wait time. If the onsale has already started, buyers will be brought to this page as well and be placed in the queue.

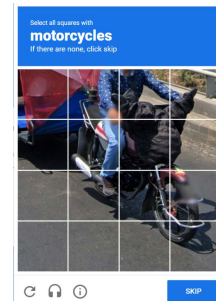
#### You are now in line

When it is your turn, you will have 10 minutes to complete your transaction.  
Your current estimated wait time is **1 minutes**.



Once on the purchase page, you may also be met with a reCAPTCHA popup puzzle.

This is designed to help prevent bots from getting tickets, and instead get them into the hands of real humans.



#### 2. On Etix, **Members & Public** select your ticket quantity then click the green 'Add Tickets' button.

#### Test Performance 1

Red Butte Garden  
April 7, 2023 7:00 PM  
Doors Open: 6:00 PM  
[More Information](#)

**Number of Tickets**  
Limit 8 tickets per order.

0

**Red Butte Garden Member**  
Blazing Star, Avant Gardner & Director Club Members - 1-8 tickets / Contributor & Forget-Me-Not Members 1-6 tickets / Circle of Friends, Family & Family-Flex Members 1-4 tickets / Garden Flex members 1-2 tickets

0

**Gen Admission - Public**

0

**Day of Show**

Add Tickets

#### 3. **Members:** After selecting ticket quantity, you will be prompted to enter a promo code which is the email address associated with your membership.

- Type it in, all lower case, no extra spaces. Do not copy and paste.

Member Email / Promo Code Required

ticket.buyer@gmail.com

Cancel Submit

Once the email has been entered, click the green 'Submit' button to go to the Etix shopping cart.

**IMPORTANT:** If the incorrect email address was entered or if the ticket quantity chosen exceeds your membership level, you will be prompted to re-enter the correct email address and/or ticket quantity. You will not be able to sign in if your membership has expired.

4. Members & Public:
  - Once in the shopping cart there is a 15-minute limit to check out. Make sure to stay within that limit or your tickets will be released for others to purchase.
5. To purchase tickets to multiple shows, click the 'Continue Shopping' feature.
6. To add more tickets to the current show, click the 'Add More Tickets' feature.
7. Once you've selected your tickets, choose your delivery method and click 'Continue.'

Shopping Cart

CONTINUE SHOPPING | ADD MORE TICKETS

00:09:39 Please complete your purchase by the time shown or your tickets and items in your cart will be released for others to purchase.

Red Butte Garden Member				3 Available	4 Total
PERFORMANCE	VENUE	SEAT	PRICE	SUBTOTAL	MEMBER EMAIL /PROMO CODE
Test Performance 1 Apr 7, 2023 7:00 PM Red Butte Garden Member	Red Butte Garden	Section: GA- Grass Seating	\$0.00	\$0.00	Member Email /Promo Code <a href="#">Remove Member Email /Promo Code</a>

CLEAR SHOPPING CART

Total: \$0.00

Delivery Method

- ☒ PRINT AT HOME OR MOBILE TICKET **FREE!**  
You will receive instructions on how to print your tickets in your purchase confirmation email.
- ☐ WILL CALL **FREE!**  
When picking up your order you must bring the credit card used for this sale, the order # and your photo ID.
- ☐ REGULAR MAIL \$4.50
- ☐ EXPRESS DELIVERY \$19.95

Continue

8. Enter your contact information and click 'Purchase' to go to payment window.
  - Note:** Make sure the contact information matches your credit card billing name and address or your order may be declined.
9. Pack your picnic!

Secure Checkout

CONTINUE SHOPPING | ADD MORE TICKETS | VIEW SHOPPING CART

00:09:41 Please complete your purchase by the time shown or your tickets and items in your cart will be released for others to purchase.

PERFORMANCE	VENUE	SEAT	PRICE	SUBTOTAL	MEMBER EMAIL /PROMO CODE
Test Performance 1 Apr 7, 2023 7:00 PM Red Butte Garden Member	Red Butte Garden	Section: GA- Grass Seating Row: 10 Seat: 21		\$0.00	Member Email /Promo Code: ticket.buyer@gmail.com

Print at Home or Mobile Ticket Delivery Fee: \$0.00  
Order Fee: \$0.00  
Total: \$0.00

\* Required Field

Contact Information

Email \*

Re-enter Email \*

Title/Salutation  Optional

First Name \*

Purchase

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