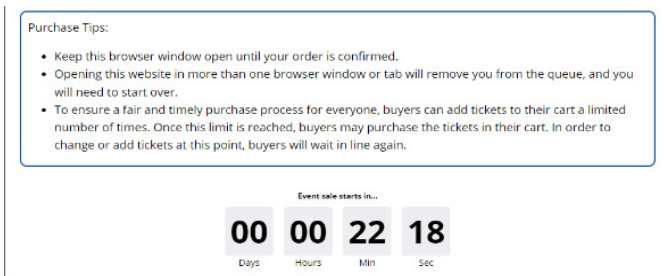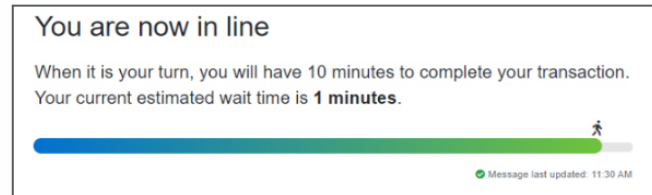## How To Buy with a Mobile Device

- **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.
- Garden membership does not guarantee concert ticket availability and is not refundable.

1. Go to **redbuttegarden.org/concerts** and select your preferred show to be redirected to the 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.
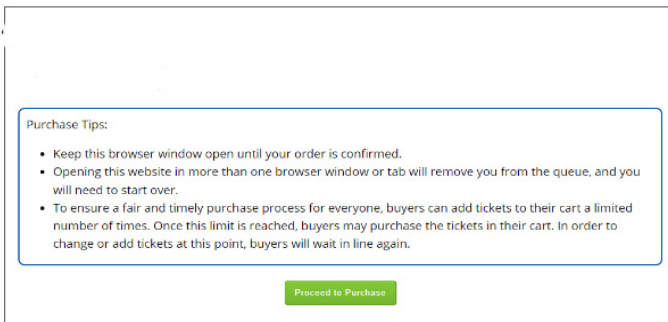- The first is the **Waiting Room** and then the **Line Queue.** This is where you'll be held in line until it is your turn to purchase tickets.
- Do not refresh your browser or open multiple browsers. If you do, the system will restart and place you at the end of the line. Once it's your turn to buy 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 beings, 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.
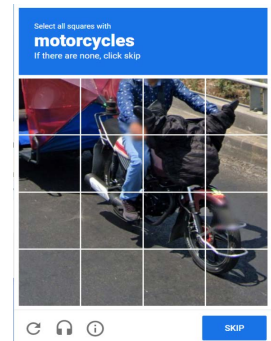
Proceed to Purchase

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**.
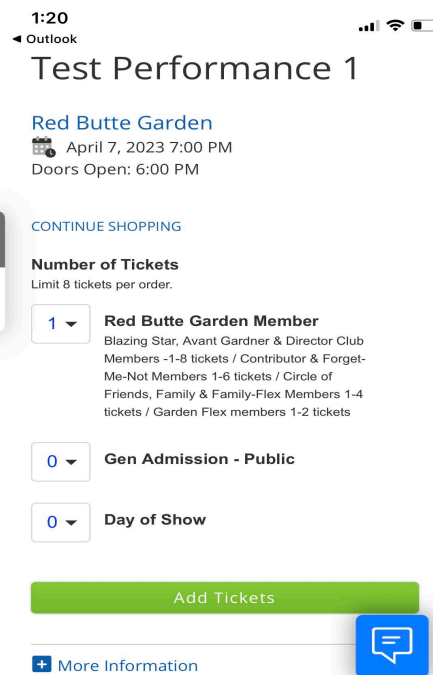
Message last updated: 11:30 AM

Once on the Etix 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.
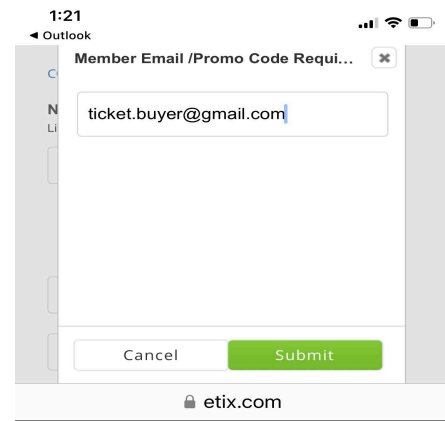
Select all squares with **motorcycles** If there are none, click skip

SKIP

2. Members & Public select your ticket quantity then click the green **'Add Tickets'** button at the bottom.

- **Garden members**: Don't choose a ticket quantity that is higher than allowed with your current Garden membership level.
- **General Admission** tickets are limited to 1-8 tickets per show, per customer during the Public on sale.

1:20 ◀ Outlook

Test Performance 1

Red Butte Garden
April 7, 2023 7:00 PM
Doors Open: 6:00 PM

CONTINUE SHOPPING

Number of Tickets
Limit 8 tickets per order.

| 1 ▼ | **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

➕ More Information

3. Members: After you select your quantity and click 'Add Tickets' you will be prompted to type in your promo code which is the email address associated with your Garden membership.
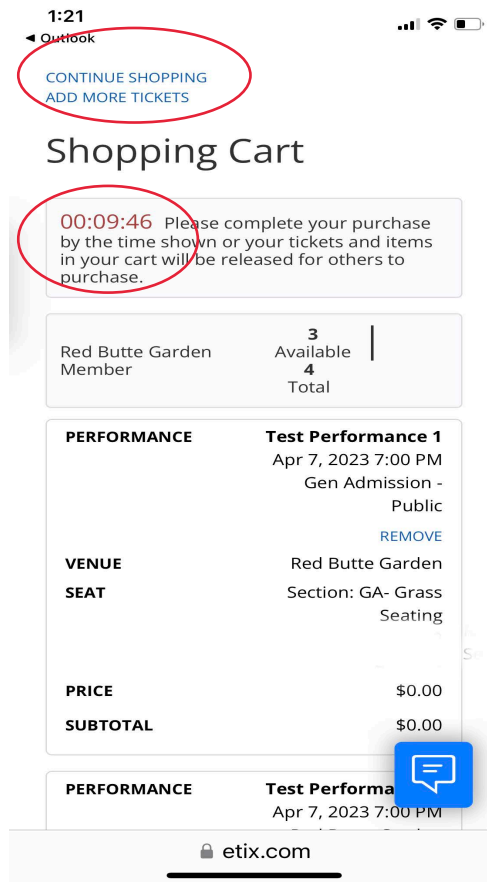
· Type it in, all lowercase, no spaces. Do not copy and paste.
· Once the email has been entered, click the green 'Submit' button to go to the shopping cart.

· 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 10-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 at once, click the 'Continue Shopping' feature.

6. To add more tickets to the current show selected, click the 'Add More Tickets' feature.

7. Once you've selected all your tickets, choose your delivery method for your tickets and click the green 'Continue' button.

Enter your contact information and click the 'Purchase' button to go to the payment window.

Note: Make sure the contact information matches your credit card billing name and address or your order may be declined.