

## **Purchase information for Holiday Show tickets - 2021**

We are using the services of TutuTix for our 2021 Holiday Show Tickets. Below you will find detailed instructions about how to use your Rewards Code (for your pre-paid package tickets) and also purchase any additional tickets using this online service. If after reviewing this information you still have questions, you may contact the CDA office (email is best – [office@concorddanceacademy.com](mailto:office@concorddanceacademy.com) ) and someone will get back to you to provide assistance.

Beginning on **Monday, November 8th at 6:00 PM EST**, you will be able to go online and purchase your “Holiday Spectacular” Recital tickets using this link: <http://www.tututix.com/ConcordDanceAcademyNH> . Every family participating in the show will have a rewards code provided to them via email from the CDA Office once their November account balance is at zero. (It will take a couple of days to send out all of the codes, so please be patient.) You will need this code to unlock the two tickets per show that you have paid for with your Recital Ticket package.

Each rewards code is unique, and once it has been redeemed for two tickets for each show that your child is dancing it, will no longer be valid. **The code you receive will ONLY work for the shows your child is dancing in.**

The **ticket link** may be used by anyone to purchase tickets for the show, so once they are on sale, your family members may purchase their tickets directly if that is needed.

Tickets must be purchased for EVERYONE who attends the show, including small children. This is a fire code regulation. The show order is posted on the Holiday Spectacular page of the website for your reference. All students in our combo classes dance in the first half of the show and will be picked up at intermission. If you are staying to watch the second half with them, they will need a ticket.

**Students in our Combo Classes dance in one or two of our Holiday performances – all other students dance in all three of the shows.** Here are the combo class performances for your reference:

**Combo 5-7 Monday 5:30 will be dancing Saturday at 1 PM and Sunday 1 PM**

**Combo 2-4 Tuesday 5:30 will be dancing Saturday 1 PM and Sunday 1 PM**

**Combo 2-4 Saturday 9:30 will be dancing Saturday 6 PM**

**Combo 5-7 Saturday 10:30 will be dance Saturday 6 PM**

Once the tickets are live on TutuTix, all calls for general assistance will go through them, **not** the CDA Office (we can assist with the basic process but cannot make changes or refunds for sales). If you lose your rewards code, you may absolutely contact us for assistance and we will help you.

If you choose the “print at home” option and are only using your package tickets, there are no additional fees to use this service. Additional show tickets are \$20 each. There is also a small service fee for purchased tickets and an option to have Souvenir paper tickets sent to you at an additional cost if you are interested.

**PLEASE REMEMBER – IF YOU GO ONLINE AND HAVE A PROBLEM WITH YOUR CODE, PLEASE STOP AND REACH OUT FOR ASSISTANCE. WE CANNOT REIMBURSE YOU IF YOU CHOOSE TO PURCHASE THE TICKETS RATHER THAN SEEK HELP.**

For written instructions on how to use the ticket service, please see below! They are lengthy, but we are trying to be thorough and walk you through each step of the process. If you are comfortable with the system, you do not need to read further!

**INSTRUCTIONS for purchasing your Holiday Show tickets on TutuTix:**

- Have your rewards code ready
- Go to the link (no earlier than 6:00 PM EST on Monday, November 8th):
- Enter your code in the box- then click “back” to go from the rewards screen, back to the prior screen, or select the show from those listed. Your code will save in the system.
  
- If you are buying for multiple shows, select which show you would like to buy tickets for first  
Select tickets - select the number of Free tickets (up to two per performance) and then the number of RESERVED (purchased) tickets you would like for this show
- Scroll down to the bottom of the page and select your section - Any section, Balcony or Orchestra
- Below this - click on “FIND TICKETS”
- A seating chart will come up on the next screen. The system automatically selects the “best available” for you and they will show up in black. You may elect to keep these and move on to the next step, or you may click on the black seats to REMOVE the selection and click on other seats which will then appear in black as your selected seats. PLEASE NOTE: If you are purchasing additional tickets and change your seat selection, the system will mark all of your seats as “FREE”, and there will be an error message that you are only allowed two free seats. The ticket area with this information appears beneath the seating chart. You will need to use the pull downs beside the seats you are purchasing to mark them as RESERVED, so that your FREE quantity does not exceed two. Once you have your seats picked, click CONTINUE.
- This takes you to the CHECKOUT PAGE.
- On the checkout page, a login screen will pop up and you will either use the login information that you used for previous shows, or you will create a new account.
- If you used the system before but no longer remember your account password, just click “forgot password” and it will email you a link to reset.
- For those that do not have an account, this step is necessary to purchase your tickets. An email and a password are needed by the system. This setup allows you to print your tickets at home and receive your receipt. Also, in case you happen to lose your documents, there will be a record of all tickets purchased on your account.
- When you complete the login - You are not done with tickets yet! If you want to select tickets for another show (which you should if you are dancing in two or three of the performances!), then click on CONTINUE SHOPPING in the upper right of the page. This takes you back to the screen where you select which show you want. Select the next show.
- Repeat the selection options for number of tickets, section and then seats. Remember your code entitles you to two tickets per show - so use them!
- Once you have completed the selection for the second show, you are again on the checkout screen. For those dancing in three shows, you will now complete the selection of show #3.

- When you are back at checkout - You have the option on the left to select souvenir printed tickets which will be mailed to you for a fee or print at home tickets for no additional fee. If you are only using your package tickets and there are NO additional reserved (purchased) tickets in your cart, then you will be able to check out and print your tickets at no additional cost. There is a small service fee assessed by the company on all purchased tickets which will be reflected in the total price.
- Before you check out you do have the option to go to your cart and remove or add tickets if needed.
- If you do not have a printer, do not worry - you may show your ticket document/email on your phone at the theatre to be seated. CDA will also have a complete record of all ticket purchases and seat assignments to assist you in being seated if documents are lost. Your account within the system allows us this seating record with all names.
- PHEW! You are done!!

**Still have questions? Please contact the office and someone will reach out to assist you.  
THANK YOU!!**