



Purchase information for Holiday Show tickets - 2023

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

Ticket sales open **Monday, November 13th at 6:00 PM EST**. At this time the public and our dance studio families will be able to purchase tickets.

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 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 it will no longer be valid. **The code you receive will ONLY work for 2 tickets to each show your child is dancing in.**

The **ticket link** (<https://buy.tututix.com/ConcordDanceAcademyNH>) can be found in your ticket code email and on our website on the “Holiday Spectacular” tab. This link may be used by anyone, including family and friends, to purchase tickets for the show.

Tickets must be purchased for **EVERYONE** who attends the show, including small children. This is a fire code regulation. The show order will be 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 2-4 Monday 4:30 will be dancing Saturday at 1 PM

Combo 2-4 Tuesday 5:30 will be dancing Saturday 6 PM

Combo 2-4 Saturday 9:30 will be dancing Sunday at 1 PM

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

Combo 5-7 Tuesday 4:30 & Saturday 10:30 will be dancing Saturday at 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 redeeming for the number of tickets in your ticket package, there will be no additional fees. If you need more tickets than what is included in your ticket package you may purchase them at the same time as using your Ticket Code. Additional tickets are \$25.00 and there is a service fee as well as 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.

INSTRUCTIONS for purchasing your Holiday Show tickets on TutuTix using your Ticket Rewards Code:

1. Have your rewards code ready.
2. Go to the link (<https://buy.tututix.com/ConcordDanceAcademyNH>) no earlier than 6pm on Monday November 13th.
3. Select the first show you would like to redeem your Ticket Package for.
4. Enter your ticket code in the “Enter Offer Code” box and select “Submit” The tickets you are eligible to redeem will appear under a half moon shape.
5. To select seats, click on the seating chart. The stage will be located closest to the top of the screen on the device you are using.
6. Select the seats you would like.
7. Scroll to the bottom of the page.
8. Next to each seat chosen, use the drop-down bar to change it from “Reserved” to “Free Ticket” IF YOU DO NOT CHANGE THE DROP-DOWN BAR, YOU WILL BE CHARGED FULL PRICE FOR YOUR TICKETS AND WILL NOT BE ABLE TO REDEEM YOUR CODE FOR THOSE SEATS
9. Select “Add Ticket” shown under you selected seats. This will bring you to your cart and you should see that your code has been redeemed for those seats.
10. If you need more tickets, select the next show from the current screen and repeat steps 4-9.
11. Once all seats have been selected and your code has been fulfilled, scroll to the bottom of your screen in your “Cart.”
12. Select either “Souvenir” or “Print and Home/Mobile” for your delivery method. (Additional fees will apply if you select the Souvenir option)
13. Follow the prompts to finish checking out.

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