

Welcome to the Capitol Theatre 2019 Season and Beyond

Introducing ShowClix Our New Partner for Ticket Sales

The purpose of this document is to provide step-by-step instructions for purchasing tickets online for the 2019 season and beyond. This document may include images from different events to help illustrate what you can expect to see during the purchase process.

You must have a valid email address in order to purchase tickets online.

You can use Visa, Mastercard, Amex or Visa Debit card to make your purchase online or through the Box Office.

You will be able to purchase tickets for Capitol Theatre Events as they become available throughout the year. You can also purchase a Capitol Gift Card online in a similar manner as in the past.

Each time you purchase tickets online you will be required to enter your contact and CC details as this information is not retained by the system as a security measure.

Each ticket purchase includes a handling fee and HST where applicable.

To purchase **Accessible Seating**, obtain a **Group Rate (20+ tickets)** or **Redeem a Gift Card** for ticket purchases, please call the Box Office: **905-885-1071 or 1-800-434-5092**,

We encourage everyone to begin their online ticket purchase through our authorized ticket agent, ShowClix, via the Capitol Theatre website (<https://capitoltheatre.com/>). This will help ensure your ticket is not purchased from an unauthorized 3rd party vendor.

Starting with the 2019 season you will be able to receive a text message on your mobile device with a link to your tickets. This means you can present your tickets at the Event on your mobile device for scanning and entry. During the Ticket purchase Checkout process, you will need to provide your mobile #.

If you make your ticket purchase through the Box Office you can choose to receive your ticket via text message on your mobile device.

As previously, we continue to offer Print @ Home or Will Call, the choice is yours.

Another feature of ShowClix, is the ability swap seats within an event or between events. The Box Office team will assist if this becomes necessary.

Should you require any assistance with this new ticketing system or any purchase, please contact the Box Office Volunteers for assistance @ **905-885-1071 or 1-800-434-5092**.

Online Ticket Purchase Procedure:

Note: This document may use images from different Events for demonstration purposes only.

1. Visit <https://capitoltheatre.com/>
2. Click on the desired Event
3. Click the Buy Tickets To (Event Name) button.

FOR TESTING PURPOSES PLEASE CLICK THIS LINK AND IMAGINE IT IS THE BUY TICKETS BUTTON

<https://www.showclix.com/event/template-evening-series-not-for-sale>

You will have up to 20 minutes to complete your ticket purchase.

Capitol Arts Centre

WHAT'S ON | TICKETS | THE CAPITOL | DMRP | DME | VIM | EXHIBRE | SUPPORT

MET OPERA on the Big Screen at the Capitol

• AIDA • January 5th, 2019

Jan 5, 2019 @ 12:55 pm - 5:00 pm | \$26

BUY TICKETS TO AIDA

TICKET PRICE INCLUDES GST AND HANDLING FEE

Click Here

Details

12:55 pm - 5:00 pm
Cost:
\$26

Event Category:
HD Opera

Event Tags:
aida, MET, Metropolitan Opera

Venue

Capitol Theatre (Main Stage)

20 Queen Street
Port Hope, ON L1A 3Z4 - Canada
Google Map
905-885-1071 / 800-434-5092

Producer / Organizer

Metropolitan Opera w/ The Capitol

Aida
January 5, 2019, at 12:55 pm-ET
Conductor: Franco Leoni
Production: David Pountney
Set Design: Gianni Quarenata
Costume Design: Stuart Scheffer
Lighting Designer: GJ Wehrhan
Choreographer: Susan Stroman
Rehearsal Stage Director: Stephen Kulovet
Performers: Anna Ruchavskaya, Anna Ruchavskaya, Alexander Kocowenko, Quinn Kibbey, Dmitry Belokobyl, Igor Petrov-Goren

Event Page

4. You will be presented with an image similar to this. If there is no calendar it means the Event is only showing on one date.

The screenshot shows the Showclix event page for 'Evening Series Template (Not for Sale)'. The page features the Cameco Capitol Arts Centre logo and a calendar for November 2018. The calendar highlights the dates 8, 9, and 10. The venue details section lists the Capitol Theatre at 20 Queen Street, Port Hope, ON L1A 2Y7. Ticket pricing information is provided, including adult, child, and group rates. The page also includes social media sharing options and a footer with contact information.

Evening Series Template (Not for Sale)
Multiple Dates & Times
All Ages

Reserve Tickets
Please select an available date & time

November 2018

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Venue Details
Capitol Theatre
20 Queen Street
Port Hope, ON L1A 2Y7

Evening Series Template
All prices include the HST and a Handling Fee

Adult \$40.00
Child \$34.00 - age 12 & under
Group (20+) - 10% discount

To purchase Accessible Seating, obtain a Group Rate (20+ tickets) or Redeem a Gift Card please call the Box Office:
905-885-1071 or 1-800-434-5092

Support | Terms of Service | Privacy Policy

© 2018 ShowClx on behalf of Capitol Theatre Heritage Foundation. All sales are final. Tickets are non-refundable.
Want to get tickets faster? Try ShowClx for your online ticket sales.

5. Click the desired date for the Event when more than one date is available
6. Click Get Tickets

The close-up screenshot shows the 'Reserve Tickets' section of the event page. It features a calendar for November 2018 with the date 10 highlighted in green. Below the calendar, the available time is listed as 8:00pm. At the bottom, the text 'November 10, 2018 @ 8:00pm' is displayed, and the 'Get Tickets' button is highlighted in green with a mouse cursor pointing to it.

Reserve Tickets
Please select an available date & time!

November 2018

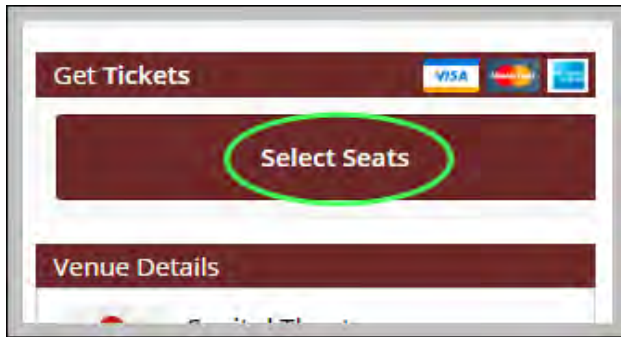
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Available Times:
8:00pm

November 10, 2018 @ 8:00pm

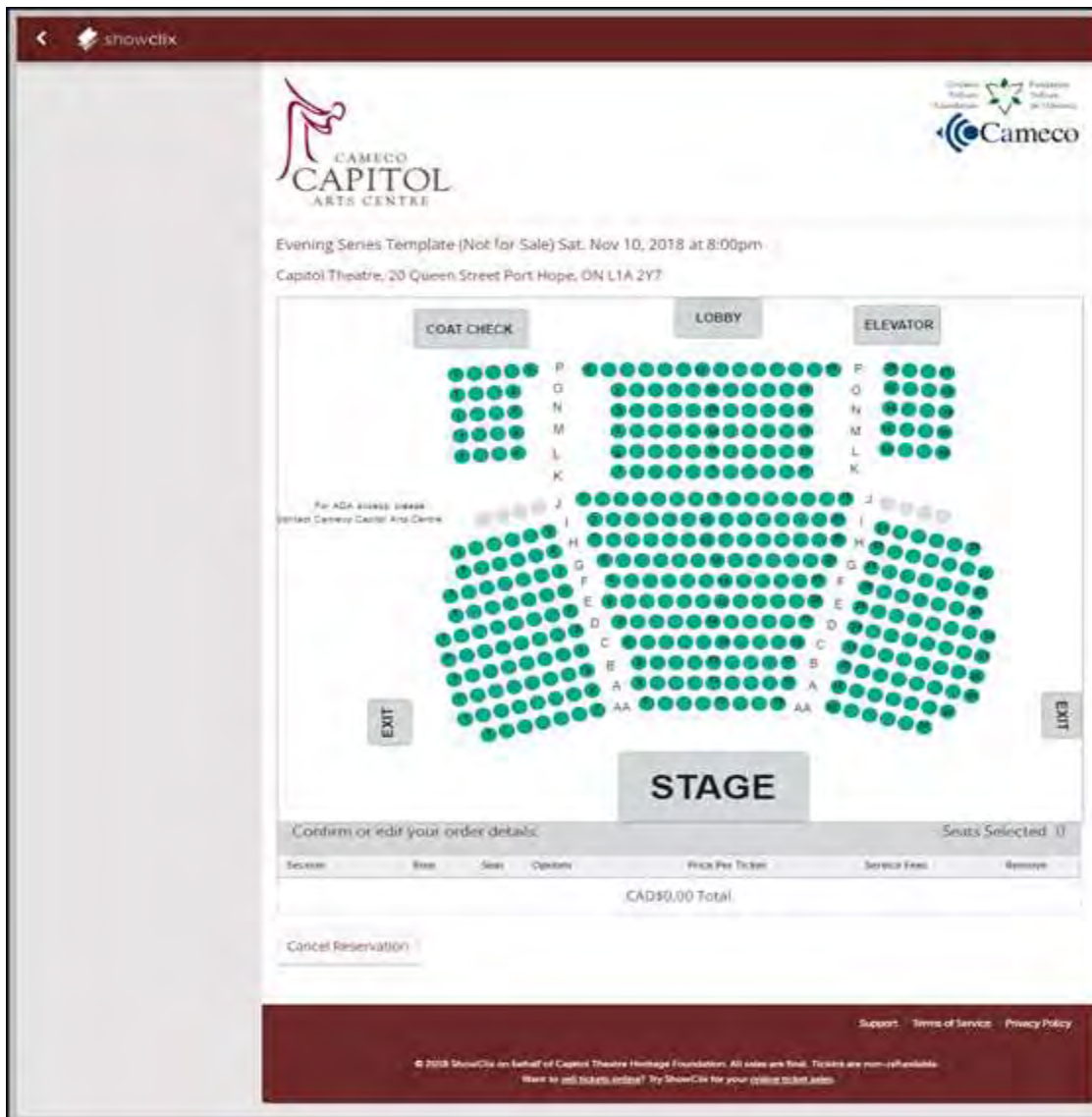
Get Tickets »

7. Click Select Seats

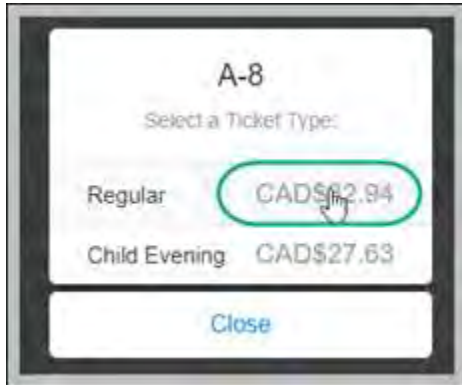


Seat Selection Page

- 8. Seat Selection Map is presented (contact the Box Office for ADA seats). Only seats **Green** in colour are available for purchase.



9. Click the desired seat(s)
10. Select the appropriate Price Level per seat

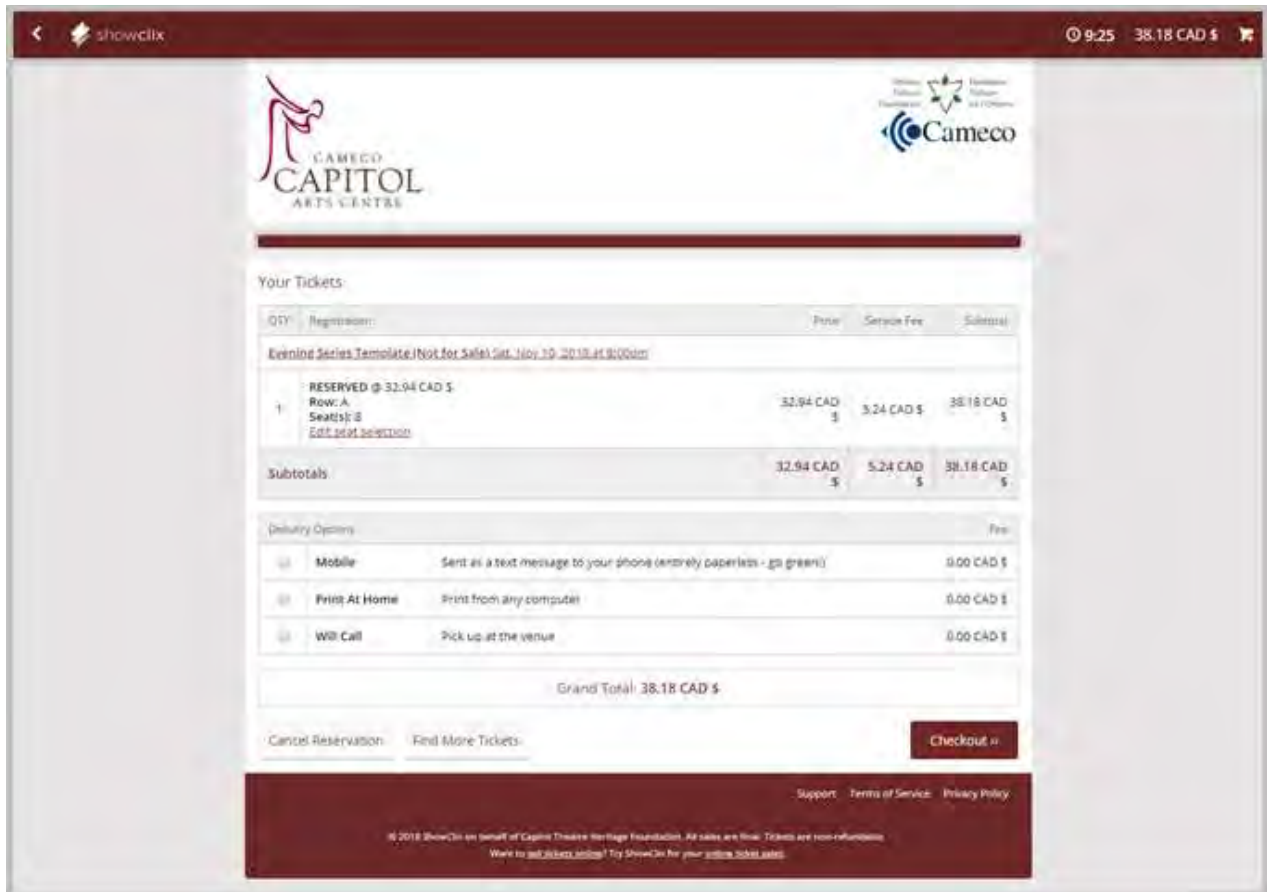


11. Your Seat Selection will turn Yellow and the details will be populated at the bottom of the page
12. Click Continue Reservation when you have selected all your seats

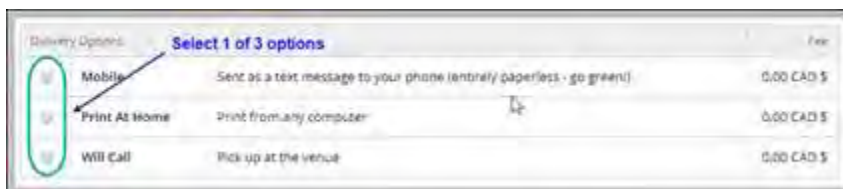


Ticket Order Page

- The ticket Order page will appear. Review your order for accuracy.
Click Edit Seat Selection if you wish to make a change.
Click Cancel Reservation if you change your mind about making the purchase.



- Select 1 of 3 options for Ticket Delivery



Mobile – show your tickets on your mobile phone when you arrive for the Event

Print at Home – print your tickets on your printer and bring them to the Event

Will Call – the Box Office team will print your tickets and you pick them up before the Event

Note: Click Find More Tickets if you wish to book another Event – you will be taken to the ShowClix calendar of events for the Capitol Theatre. You can browse by List or Calendar View for any show currently on sale by the Capitol Theatre.

Alternatively, you can complete your order then return to the Capitol Theatre website and review the Events details and Select Buy Tickets.

- Click Checkout in the lower right-hand corner to proceed to the Payment Page

Payment Page

16. Click Complete Order when you have finished this page.
You must have a valid email address in order to purchase tickets online.
17. You will be presented with an online receipt when you Click Complete Order
When entering your phone number please add the 1 should it be a long-distance call from Port Hope.
If you choose to receive your tickets on your mobile device you will be required to enter your mobile #.

The screenshot displays the ShowOnix checkout interface. At the top, the Capitol Theatre Arts Centre logo is on the left, and the Cameco logo is on the right. A notification bar states: "You have 11:32 remaining to complete your reservation. If you do not complete your reservation within this period, the tickets will be released back into inventory." The form is divided into several sections:

- Customer Name:** Includes a "Wants this" link, a dropdown for "Any" (selected), and a "Person" dropdown.
- Billing Information:** Includes a "Canada" dropdown, a "12 Any Street" field, a "Smart address 2" field, an "Any Town" dropdown (selected "Ontario"), a "111 111" field, a "1-234-567-8901" field, and an "anyerson@gmail.com" field.
- Credit Card Info:** Includes a "Credit Card Info" header with logos for Visa, Mastercard, and American Express, a "Any Person" dropdown, a "1111 1111 1111 1111" field, a "111" field, a "02 - February" dropdown, and a "2020" dropdown.
- Terms of Service:** A section titled "TERMS OF SERVICE" with a checkbox labeled "I agree to the Terms of Service" (circled in green and labeled "Mandatory Field"). Below it is a link to "View Terms of Service".
- Footer:** Includes a "Support" link, "Terms of Service", and "Privacy Policy" links. At the bottom, it states: "© 2018 ShowOnix on behalf of Capitol Theatre Heritage Foundation. All used are true. Tickets are non-refundable. More info: 1-234-567-8901. Try ShowOnix for your next event." A "Complete Order" button is highlighted in red, and a "Cancel Reservation" button is also visible.

Please see the last page for additional instruction regarding this Checkout Screen

Mandatory Fields are circled in **Green in the image below**

You have 19:42 remaining to complete your reservation.
If you do not complete your reservation within this period, the tickets will be released back into inventory.

Customer Name [What is this?](#)

First Name Last Name

Contact / Shipping Information

Canada

Street Address

Street Address 2

City * ---Province---

Postal Code * Phone

Email *

Reservation Information

TERMS OF SERVICE
By using any of ShowClix' services, including any services found on the website, you agree to voluntarily consent to any and all Terms of Service found herein.

I agree to the [Terms of Service](#)

I want to receive updates about this event, as well as info about upcoming events and promotions.

Complete Order »

Cancel Reservation

Mandatory Fields are circled in **Green**

Online Receipt Page

18. Click View / Print Tickets if you wish to Print you tickets at home. You will also receive an email from ShowClix similar to the image on the next page
19. Click Print Receipt if you wish to have a hard copy of your receipt

showclix

CAMECO CAPITOL ARTS CENTRE

Grand Theatre Foundation / Fondation du Théâtre de l'Ontario

Cameco

Your reservation was successful!
Your tickets and receipt are available for viewing and printing using the links below.

Receipt Details

QTY	Tickets	Price	Service Fee	Subtotal
1	RESERVED 2.00 CAD \$ Each Row A Seats: 8	2.00 CAD \$	1.06 CAD \$	3.06 CAD \$
Delivery Fee (Print At Home)				0.00 CAD \$
Grand Total				3.06 CAD \$

Your confirmation ID is: 9Z1HU92F45884819

View / Print Tickets

Print Receipt

Adobe Reader

The charge 3.06 CAD \$ will appear on the statement for your card ending in 3688 as Capitol Theatre Tickets.

Please Remember:
Keep your order information and tickets in a safe place (as you would with your keys or wallets). Never forward or share your login credentials or tickets with anyone.

Event Details

Evening Series Template (Not for Sale)
Sat. Nov 10, 2018 at 8:00pm EST
Capitol Theatre
20 Queen Street
Port Hope, ON L1A 2Y7

Customer Info

Customer Name
Billing Information
Date of Purchase
11/03/2018 9:54am EST

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Want to sell tickets online? Try ShowClix for your online ticket sales.

Click View/Print Tickets to download a PDF copy of your tickets.
Print the PDF and bring to the Event for entry.

Email Receipt & Tickets you will receive

20. This image is similar to what you will also receive in your email from ShowClix. This is your Receipt and Tickets all in one place
Click View / Print to download your tickets to a PDF file and print

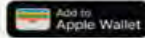
Your Receipt For

Evening Series Template (Not for Sale)

Sat Nov 10, 2018 at 8:00pm EST

Capitol Theatre, 20 Queen Street, Port Hope, ON L1A 2Y7

Your confirmation ID is: 9Z1HU92F45884819



[View / Print Tickets](#)

Adobe Reader is required to view print-at-home tickets.

Customer Name

[REDACTED]

Date of Purchase

11/03/2018 9:54am EST

Billing Information



Tickets

QTY	Tickets	Price	Service Fee	Subtotal
1	RESERVED 2.00 CAD \$ Each Row A Seat(s): 8	2.00 CAD \$	1.06 CAD \$	3.06 CAD \$

Delivery (Print At Home)

Print from any computer

Fee 0.00 CAD \$

Grand Total 3.06 CAD \$

The charge 3.06 CAD \$ will appear on the statement for your card ending in 3688 as Capitol Theatre Tickets.

Need help? Email support@showclix.com or visit showclix.com/contact