

Eventbrite Ticket Sales Frequently Asked Questions

1. **Q: Are all the shows at Ibis?**

A: Yes, all shows will be held in the Ballroom at 8 p.m.

2. **Q: How do I make reservations?**

A: Please follow the registration link to each show provided, or visit the Club website calendar as always to find a show. You will then be redirected to the Eventbrite website to purchase your ticket. Please note, events are Private and therefore not searchable from the Eventbrite website.

3. **Q: Why can't I make reservations with the Club Concierge?**

A: Moving forward, the Club has chosen to utilize Eventbrite for all show ticketing. Reservations for shows must be made through Eventbrite.

4. **Q: Why are we using a third party company for some event reservations?**

A: Our shows have gained in popularity and demand. Using Eventbrite will make purchases and cancellations easier and more efficient for Members. Their website will also allow you to choose your actual seats for each show, instead of being able to select only a section.

5. **Q: When can I purchase tickets for the shows?**

A: Ticket sales will begin on Monday, May 22 for all shows and will end three (3) days prior to each show.

6. **Q: Can I pay for the tickets using my Member account?**

A: No. All payments will be done through a major credit card via the Eventbrite website.

7. **Q: Is there an additional fee for using the Eventbrite?**

A: No. The Club is absorbing the transaction fee when you purchase your ticket. If you cancel your ticket, that fee is not reimbursed to you.

8. **Q: Can I cancel my tickets if I can no longer make it to the show?**

A: Yes. You can cancel up to seven (7) days prior to each show.

9. **Q: Can I purchase group tickets?**

A: Yes. You can purchase multiple tickets at once through the Eventbrite website.

10. **Q: Can I re-sell my tickets?**

A: Yes. Eventbrite allows you to resell your tickets, but you may incur additional fees. However, as these are private Club events, you may only re-sell tickets to Ibis Members and their guests.

11. **Q: How do I get my tickets?**

A: You can print the confirmation email, or if you download the Eventbrite app, the ticket will be available digitally.

12. **Q: Can I purchase series tickets?**

A: No. You need to purchase each show separately.