

Q: What if I can't print my tickets or I forget to bring them to the show or event?

A: That's ok! Please check your inbox for an email from admin@shovation.com. You may want to check your spam or junk mail for this address with subject of ShOvation – Order Confirmation. A blue box with a print at home ticket link will be at the top of the email text. You may also log in to your patron account at <https://www.shovation.com/> at any time to view purchases, make additional purchases, or PRINT TICKETS from any computer. Please click on the Buy Tickets tab, then click the Your Account tab. A seating manifest will also be on hand for staff the day of the event to validate your purchase. If you have a smartphone, you can open the print at home link on your e-ticket to let the usher view and validate the seats for your party for admittance. If you do not have your ticket available on your smartphone, please arrive 30-45 minutes prior to show time for will call to validate your purchase.

Q: Who do I contact if I need help?

A: Email admin@shovation.com or call 1-844-732-4825 and press 1 for customer service or order questions. A representative will contact you shortly for assistance. Please leave a message and your call will be returned as reps are assisting other customers.

Q: What if I purchase a ticket to the wrong performance?

A: Please be aware that all ticket sales are final. There are no exchanges or refunds. Please verify which performance your child is performing in prior to purchase. The show date, time, and location are listed at the top of the screen during seat selection and in your shopping cart throughout the entire purchase process. If however, the tickets are still for the wrong performance and we have director approval(Trish), please contact us via phone or email: admin@shovation.com . We will be happy to change your seats to the proper performance. Please note that a service fee may be charged and the same seats may not be available for the correct performance. At ShOvation, we are dedicated to superior customer service and a positive ticketing experience. Each organization's return policy differs.

Q: Why do I need to create a patron account?

A: A patron account is created so your tickets can be billed and emailed to you accurately. You create a username and password so you do not have to re-enter all your information for future ticket purchases. It also allows you to log in to Your Account at any time to view orders, print tickets, and make additional purchases. You can add additional performance tickets to your order and click on the Shopping Cart tab. A patron address is required to verify credit card information and for the event host to mail any merchandise to you that you may have ordered. Please note that merchandise is not ordered for all events. At ShOvation, we have the highest level of internet and credit card information security. We are PCI Level 1 compliant; the highest security available in the online ticketing industry. We do not sell your

information to any third party or store your credit card number. We take security and privacy seriously.

Q: What if I forget my patron account password?

A: You can create a second account if you need to order immediately. Then contact ShOvation by phone or email: admin@shovation.com to have your password reset and accounts merged if applicable.

Q: What is the cut-off time to purchase and print tickets?

A: You are able to purchase and print tickets until May 31, 2019, but it is highly recommended to purchase and print by the night prior to the performance. This allows ushers and staff to have your purchase registered on the printed seating manifest before your arrival. It also allows you and your entire party immediate admittance to the theater or seating area when the doors open, rather than waiting in line at will call to validate your ticket purchase. If you have a smartphone, show the usher your e-ticket(s) to enter the theater or seating area.

Q: My credit card is good, why am I getting an error message at check-out?

A: Please verify that the credit card number, expiration date, and CCV2 code are entered correctly. In addition, the zip code entered in your patron account needs to match the zip code on your credit card billing statement or it will be declined. This is for your protection.

Q: Does my dancer need a ticket?

A: Dancers are not required to sit in the audience, but many love to watch fellow dancers. If your dancer is going to sit in the audience they DO need to purchase a ticket. Dancers are not permitted to wear costumes into the audience and cannot sit on anyone's lap. DSOM also does not offer babysitting during the performance. Your dancer will have a drop off and pick up time associated with their lineup in the show where they will be with one of our volunteers.