



## Visual Guide to Purchasing Tickets Online

**This step-by-step guide demonstrates:**

- How to purchase tickets to Theatre NorthWest events online.
- How season pass holders can book their tickets online using their season pass.

Please call, email or visit with any further questions or concerns

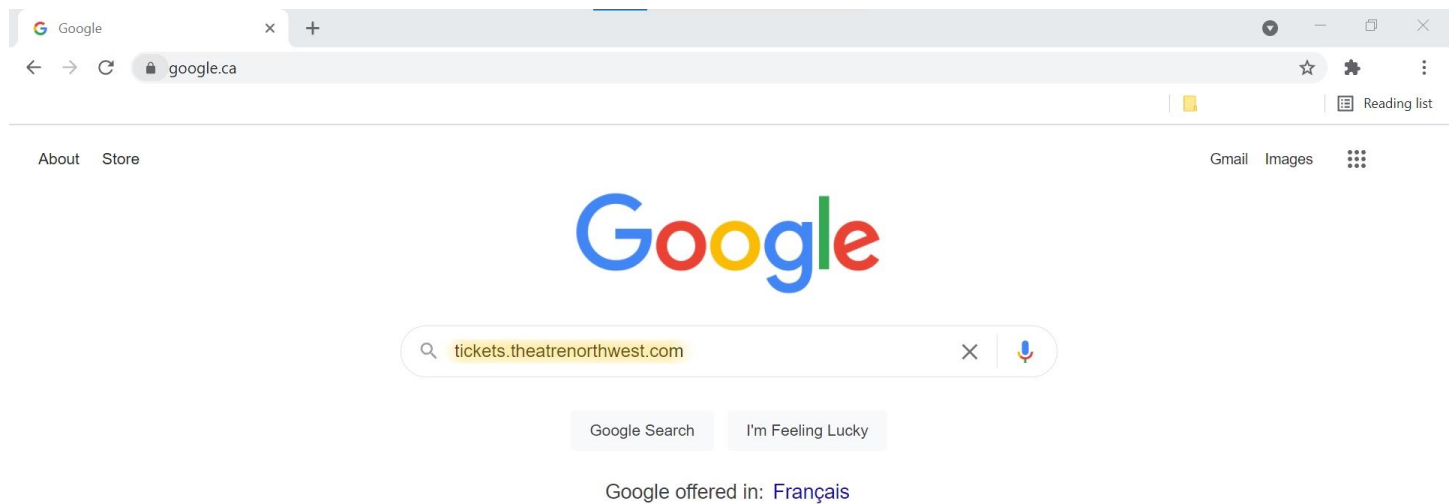
250-563-6969	admin@theatrenorthwest.ca	556 North Nechako Rd, Unit #36 Prince George, BC, V2K 1A1
--------------	---------------------------	---

## Logging in to the Site

Open your computer's web browser (Chrome, Safari, Internet Explorer, etc.).



In the search bar, type *tickets.theatrenorthwest.com*



You must be logged-in to the ticketing website in order to purchase a ticket. So, the first thing you should do when the website loads is click the “login” button in the top right corner.

For wheelchair seating, please contact our Box Office at 250-563-6969 EXT. 306.

Search for an event

Year: All Years | Month: All Months | Event: All Events | Venue: All Theatres | [SEARCH](#)

20 performances displayed. Use page selection to see more.

Availability: [Good](#) [Limited](#) [Sold out](#) [Not on-sale](#)

1 2 3 4

Event 1-20 of 70 displayed

Event	Date	Status
The Marvelous Wonderettes Theatre Northwest	Thursday November 18 2021 at 8:00 PM PST	SOLD OUT
The Marvelous Wonderettes Theatre Northwest	Friday November 19 2021 at 8:00 PM PST	SOLD OUT
The Marvelous Wonderettes Theatre Northwest	Saturday November 20 2021 at 2:00 PM PST	1 REMAIN

Next, do whichever of the following applies to you:

1. **If you already have an account**, enter your credentials.

*Note: if you have purchased tickets at TNW before and have given us your email address, then you have an account. If you have never logged into the ticket site before, follow the steps in the next section for “forgot your password” to create a password.*

TICKETS | SEASON PASSES & G.C.'s | DONATIONS | [CART](#) | [LOGIN](#)

## Theatre NorthWest Login

Welcome to the Tnw online sales site.

Please enter your email/password from a previous visit -or- choose from one of the options below.

[BROWSE ANONYMOUSLY](#) | [FORGOT MY PASSWORD](#) | [NEW PATRON](#)

If you wish to browse for tickets without logging in yet. | Reset your password | Create new account

LOGIN

2. If you already have an account but have forgotten your password, click the orange “forgot my password” button.

Theatre NorthWest Login

Email  
email address (returning visitors)

Password

LOGIN

Welcome to the Tnw online sales site.

Please enter your email/password from a previous visit -or- choose from one of the options below

BROWSE ANONYMOUSLY FORGOT MY PASSWORD NEW PATRON

If you wish to browse for tickets without logging in yet. Reset your password create new account

After clicking the “forgot my password” button, you must:

- enter the email address used for your account; an email with instructions to reset your password will be sent to this address

Forgot Password

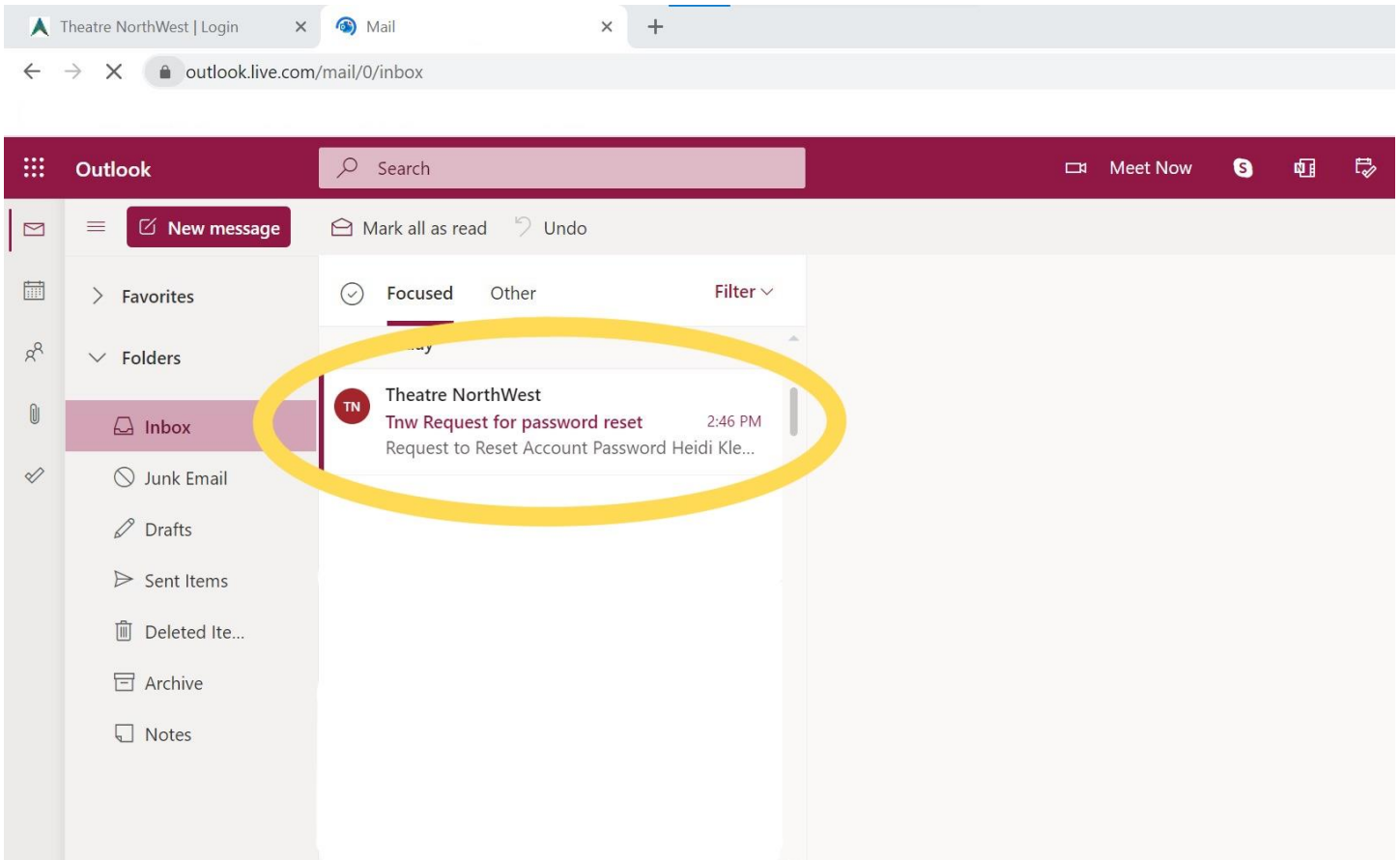
If the email address exists, we will email instructions to you that describe how to reset your password. Your account will be locked until you complete the process of resetting your password for your safety when using our online sales.

If the email address does not exist, you will receive nothing. Check your spam folder.

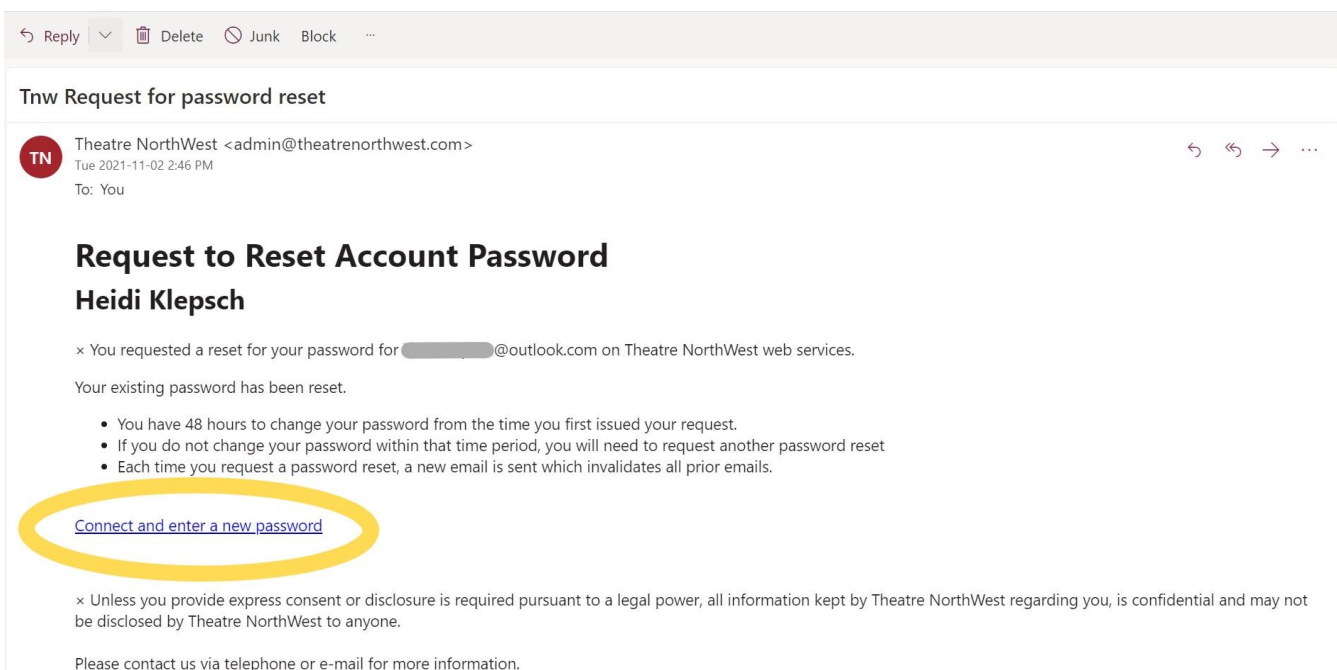
Email  
@outlook.com

RESET PW AND EMAIL INSTRUCTIONS LOGIN BROWSE ANONYMOUSLY NEW PATRON

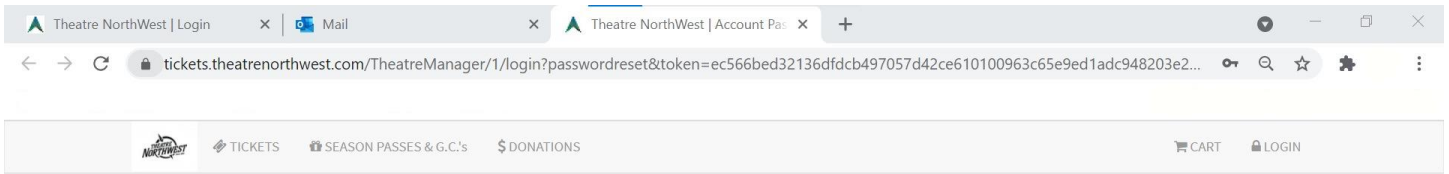
- b. open your email as you normally would and check both your inbox and your spam/junk folder for an email from Theatre NorthWest. Open the email titled “TNW Request for Password Reset.”



- c. click the blue link that says “Connect and enter a new password”



- d. enter a new password, then click the green “save new password” button.



## Password Change

Your password must be changed before logon can proceed.

New Password

New Password (again)

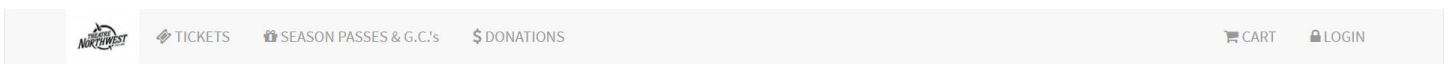
SAVE NEW PASSWORD CANCEL

Your password provides access to our web services. Please keep it confidential.

The password:

- must be between 7 characters and 20 characters - and -
- should use a combination of numbers, upper/lower case letters, special characters - and -
- should be different from previous passwords for this system - and -
- should be different from any passwords you use on other web sites (for your own safety)
- should receive a minimum **good** rating. A **strong** rating is best.

3. If you do not yet have an account, you must create one. To do this, you must:
- click the blue button that says "new patron."



## Theatre NorthWest Login

Email

email address (returning visitors)

Password

LOGIN

Welcome to the Tnw online sales site.

Please enter your email/password from a previous visit -or- choose from one of the options below.

BROWSE ANONYMOUSLY FORGOT MY PASSWORD NEW PATRON

If you wish to browse for tickets without logging in yet. Reset your password Create new account

- b. you will be brought to a page requesting some personal information. Please complete all of the required fields so that an account can be created for you.

#### Account Information

Home Email

email address to send confirmation to

Password

Re-Type for Verification

Salutation

First Name

first name (required, if no company)

Middle Name

middle name

Last Name

last name (required, if no company)

Company Name

company (required, if no first and last name)

#### Home Address

Nickname

nickname

Address Line 1

address (required)

Address Line 2

City

city (required)

Province/State

British Columbia

Postal/Zip Code

postal/zip code (required)

Country

Canada

Home Phone

(required)

Tip: for international phone numbers, please include the 0 + country code

Home Fax

Tip: for international phone numbers, please include the 0 + country code

Postal/Zip Code  
postal/zip code (required)

Country  
Canada

Home Phone  
(required)  
Tip: for international phone numbers, please include the 0 + country code

Home Fax  
Tip: for international phone numbers, please include the 0 + country code

How may We Contact You?

Mail Notifications  
☒ Please mail me periodic news and event updates  
☐ Please do not mail me updates

Email Notifications  
 Visit [My Email Notifications](#) at any time to fine tune how you wish to be informed of events and activities at Theatre NorthWest that interest you. Any contact information provided will be held confidential per our [privacy policy](#).  
☐ Taste of India to find the emails from last year  
☐ Young Children Sewing Club to email

**CREATE ACCOUNT** **CANCEL ADDING ACCOUNT**

## Purchasing Tickets

Once logged-in, you will be shown your account's general account information page. Click on the "tickets" button in the top left corner of the website.

**TICKETS** SEASON PASSES & G.C.'s DONATIONS HOME ACCOUNT CART LOGOUT

Update any required information for Heidi Klepsch.

Household Member  
 Heidi M H Klepsch  
 New Patron

Account Information

Home Email  
 @outlook.com  
**CHANGE PASSWORD**

Salutation  
 Ms.

First Name  
 Heidi

Middle Name  
 M H

Last Name  
 Klepsch

Company Name  
 company



Scroll through the list of performance dates and select the one you'd like. Some dates/times may be sold out, have limited seats available or many seats available. This will be indicated by the button colour and text underneath the listed show date.

Availability: Good Limited Sold out Not on-sale



The Marvelous Wonderettes  
Theatre Northwest

Saturday November 20 2021 at 2:00 PM PST

1 REMAIN



The Marvelous Wonderettes  
Theatre Northwest

Saturday November 20 2021 at 8:00 PM PST

SOLD OUT



The Marvelous Wonderettes  
Theatre Northwest

Sunday November 21 2021 at 2:00 PM PST

1 REMAIN



The Marvelous Wonderettes  
Theatre Northwest

Tuesday November 23 2021 at 8:00 PM PST

BUY



The Marvelous Wonderettes  
Theatre Northwest

Wednesday November 24 2021 at 8:00 PM PST

BUY



The Marvelous Wonderettes  
Theatre Northwest

Thursday November 25 2021 at 8:00 PM PST

BUY

Click the button (either orange or green) underneath the performance date of your choice. Then, using the drop-down menu, select the number of tickets you require. Click the green "buy tickets" button.

[TICKETS](#)
[SEASON PASSES & G.C.'s](#)
[DONATIONS](#)

[HOME](#)
[ACCOUNT](#)
[CART](#)
[LOGOUT](#)

## The Marvelous Wonderettes

Tuesday November 30 2021 at 8:00 PM PST

DEFAU NETWORK SYSTEMS CORP.

You've selected

Tuesday November 30 2021 at 8:00 PM PST

[CHANGE DATE](#)

How many tickets do you want?

2

[BUY TICKETS](#) [CANCEL AND START OVER](#)

This is a festival seating performance - the seats are on a first come, first serve basis when you arrive at the theatre. Doors open 1/2 hour prior to start of performance.

When songleader squad mates Missy, Suzy, Betty Jean, and Cindy Lou are called on short notice to sing at their senior prom, the spotlight proves a prize difficult to share as their personal lives clash and intersect in hilarious high school fashion.

*Note: that festival seating will be used for all of the performances of Glory and Mom's the Word. This means that you will not be able to pre-select your seat at the time of purchasing your ticket. Patrons will choose their seats when they arrive at the theatre for the show on a first-come-first-served basis.*

The next page will ask you to select the kind of ticket(s) you'd like to buy. For most events, the only option in the drop-down menu is "General Admission - \$52.50," which will already be selected for you. All you need to do is click the green "buy tickets as shown above" button.

The screenshot shows the ticket purchase interface for 'The Marvelous Wonderettes' on Tuesday, November 30, 2021, at 8:00 PM PST. A blue box on the left states: '2 seats have been placed on hold for \* you. Select a price and add them to the cart.' Below this is a poster for 'THE MARVELOUS WONDERETTES' by 'DEFAU NETWORK SYSTEMS CORP.'. To the right, under 'Section', two 'Festival Seating' options are listed. Under 'Price Selection', two dropdown menus both show 'General Admission \$52.50'. A green button labeled 'BUY TICKETS SHOWN ABOVE' is circled in yellow, next to a red button labeled 'CANCEL AND START OVER'. At the bottom, it says 'You've selected Tuesday November 30 2021 at 8:00 PM PST' with a 'CHANGE DATE' button.

You will now be shown your shopping cart and be able to check out.

*Note: that your chosen tickets will be placed on hold for a limited amount of time in order for you to complete your purchase. If you wait too long, your cart will time out and be emptied, meaning those tickets will be put back up for sale. You will need to re-select them from the list of available performance dates if your cart times out before you complete your purchase.*

If you are purchasing tickets without using a season pass, you will click the green "check out and pay" button.

### Shopping Cart #35353

The screenshot shows the shopping cart interface for cart #35353. A blue box at the top left states: 'Tickets have been placed on hold. \*'. Below this is a 'DONATE' button and a message: 'Please consider making a donation. Theatre NorthWest is a registered charity and your donation is completely deductible to the full extent of the law.' The cart items are listed in a table:

Item	Qty	Description	Total	Remove
Tickets	1	The Marvelous Wonderettes on Tuesday November 30 2021 at 8:00 PM at Theatre NorthWest Festival Seating General Admission	52.50	<input type="checkbox"/>
Tickets	1	Festival Seating General Admission	52.50	
Fee		Service Charge	2.00	
GRAND TOTAL (includes all applicable taxes)			\$107.00	<input type="button" value="REMOVE"/>

At the bottom, three buttons are visible: 'CHECKOUT & PAY' (circled in yellow), 'CONTINUE SHOPPING', and 'REDEEM MY PASSES/GIFT CERTIFICATES'. A small note at the very bottom says: 'If you wish to purchase another ticket, membership or make a donation, select from the menu options at the top of the window.'

You will then be asked to enter your payment information. You must complete all of the fields.

1. Enter your credit card information.
2. Select how you heard about the performance at Theatre NorthWest from the given list of options (you must complete this step in order to complete your purchase - the process will not advance, otherwise)
3. Click the checkbox beside “I have read and accept all terms and conditions...” in the orange box at the bottom of the page
4. Click the green “confirm order for processing” button

### Step 1 of 3: provide credit card information

**REDEEM A PASS/GIFT CERTIFICATE**

Ticket Handling Delivery Method: ☒ E-Ticket/print at home

E-Tickets are not mailed. You must print the tickets on your own printer and bring them with you to the event.

Payment Amount: \$107.00 CAD

Payment Method: MasterCard

Card Number: with/without spaces

Expiry: -- -- / -- --

Name on card: Your name exactly as it appears on the card

CVC2: 3 or 4 digit security code on the back of your card

How Did You Hear About Us?
 

- Brochure
- Facebook
- Friends
- NP - Citizen
- Poster

Comments: any information pertinent to this order

☐ I have read and accept all **TERMS AND CONDITIONS OF SALE** and clicking the checkbox affirms my valid electronic signature for this purchase.

All ticket sales are final. No refunds or exchanges. **BOX OFFICE POLICIES**

**CONTINUE TO STEP 2 OF 3**

The next screen will ask you to confirm that your credit card can be charged. Click the green button that says “charge \$ to my credit card now” to complete your purchase.

### Step 2 of 3: confirm that your card can be charged now

You selected **E-Ticket delivery** and will print your own tickets.

**CHARGE \$107.00 CAD TO MY CREDIT CARD NOW**

1. Please wait for a confirmation page within one minute (1) after clicking the "Charge my card NOW" button, please contact our box office to verify that your order was processed and avoid erroneous credit card charges.

2. When your order completes:

- You will receive an email confirmation containing details about your order.
- A web page will display the confirmation.

**RETURN TO STEP 1 TO CHANGE PAYMENT OPTIONS**

**DO NOT click the browser BACK button to return to this window**

Address: Theatre NorthWest  
556 North Nechako Road  
Prince George BC V2K 1A1  
Directions to our Box Office

Contact: Telephone: (250) 563-6969  
Fax: (250) 563-6976  
www.theatrenorthwest.com  
admin@theatrenorthwest.com

Once your card has been successfully charged, you will be shown a screen summarizing your purchase. From here, you can:

1. download a copy of your tickets

*Note: a pdf file containing your tickets will also be emailed to you for later access. You can print out these tickets and bring them with you to the theatre, **or** present the digital copy on your phone or tablet.*

2. download a copy of your official receipt

*Note: a pdf file containing this receipt will also be emailed to you for later access, and it is not necessary that you download, print or present a copy of your receipt at the time of the performance. This is for your records.*

### Step 3 of 3: Order 46237 Successful

Print your tickets and/or receipt

Checkout completed. You will also receive an email confirmation.

Your e-tickets have been emailed to you. If you wish, you may download a PDF containing your bar coded tickets now.

Print a receipt for your records. It is not a ticket for admission.

You can review all of your performance dates on the online calendar.

You can review all of your upcoming tickets online.

**DOWNLOAD TICKETS TO PDF**

**PRINT RECEIPT**

**MY UPCOMING EVENTS**

**MY FUTURE TICKETS**

Item	Qty	Description	Total
Tickets	1	<a href="#">The Marvelous Wonderettes</a> on <b>Tuesday November 30 2021 at 8:00 PM</b> at <a href="#">Theatre Northwest</a> Festival Seating General Admission	52.50
Tickets	1	<a href="#">The Marvelous Wonderettes</a> on <b>Tuesday November 30 2021 at 8:00 PM</b> at <a href="#">Theatre Northwest</a> Festival Seating General Admission	52.50
Fee		<a href="#">Service Charge</a> (\$1.90)	2.00
<b>GRAND TOTAL (includes all applicable taxes)</b>			<b>\$107.00</b>

**PURCHASER INFO**

Heidi M H Klepsch  
3271 Westwood Dr  
APT 237  
Prince George, BC V2N 1S4

Order Reference: 46237  
Order Date: 2 Nov 21 13:03:19.90  
Payment Amount: **\$107.00 CAD**  
Card Number: \*\*\*\* \* 6793  
Authorization Code: 09458E

Cardholder will pay Theatre NorthWest in accordance with the cardholder agreement. Please contact us via telephone or e-mail if you have any questions about your purchase.

**If you are purchasing tickets with your season pass, click the blue button that says “redeem my passes/gift certificates” (click this button *instead* of clicking the green “checkout and pay” button).**

### Shopping Cart #35353

Tickets have been placed on hold.

**DONATE**

Please consider making a donation. Theatre NorthWest is a registered charity and your donation is completely deductible to the full extent of the law.

Item	Qty	Description	Total	Remove
Tickets	1	<a href="#">The Marvelous Wonderettes</a> on <b>Tuesday November 30 2021 at 8:00 PM</b> at <a href="#">Theatre Northwest</a> Festival Seating General Admission	52.50	<input type="checkbox"/>
Tickets	1	Festival Seating General Admission	52.50	
Fee		<a href="#">Service Charge</a>	2.00	
<b>GRAND TOTAL (includes all applicable taxes)</b>			<b>\$107.00</b>	<b>REMOVE</b>

**CHECKOUT & PAY** **CONTINUE SHOPPING** **REDEEM MY PASSES/GIFT CERTIFICATES**

If you wish to purchase another ticket, membership or make a donation, select from the menu options at the top of the window.

Now, as long as you are logged in, you will see a list of your available passes/gift certificates. To use your season's pass, click the green button beside it that says "apply."

[TICKETS](#)
[SEASON PASSES & G.C.'s](#)
[\\$ DONATIONS](#)

[HOME](#)
[ACCOUNT](#)
[CART](#)
[LOGOUT](#)

## My Passes/Gift Certificates

Your available membership for redemption are listed below.

Passes or Gift Certificates displayed below are associated with your account and may be applied to certain purchases in the cart. The list only includes items that you purchased (for yourself or as a gift to others). You might be able to:

- Apply a Gift Certificate as a payment of the order balance
- Redeem a Pass for applicable tickets

Description	Expiry	Original Amount	Qty	Remain Amount	Qty
<div>APPLY</div> <p>Pass # 18009  <a href="#">21/22 Comp Season Pass</a></p> <p>One ticket to every Mainstage Play</p>	May 31, 2022	0.00	3	0.00	2

If you received a gift certificate or pass applicable for Theatre NorthWest from somebody else that is not listed above - and- you know **both the control number and personal redemption code**; you may be able to apply it to this shopping cart

[USE A PASS OR GIFT CERTIFICATE I'VE BEEN GIVEN](#)
[RETURN TO MAIN PAGE](#)

You will now be returned to your shopping cart and your balance will be lowered. Depending on the type of season pass you have and the number of tickets you selected for this performance, one or all of the tickets in your cart will now read as costing \$0.00. To complete your purchase, click the green button that says "checkout and pay." *Note: you will only need to pay for any ticket(s) not covered by your season's pass.*

[TICKETS](#)
[SEASON PASSES & G.C.'s](#)
[\\$ DONATIONS](#)

[HOME](#)
[ACCOUNT](#)
[CART](#)
[LOGOUT](#)

## Shopping Cart #35354

Confirm the items you are purchasing\*

**DONATE**

Please consider making a donation. Theatre NorthWest is a registered charity and your donation is completely deductible to the full extent of the law.

Item	Qty	Description	Total	Remove
Tickets	1	<a href="#">The Marvelous Wonderettes</a> on <b>Tuesday November 30 2021 at 8:00 PM</b> at <a href="#">Theatre NorthWest</a> Festival Seating Season Pass	0.00	<input type="checkbox"/>
Tickets	1	Festival Seating Season Pass	0.00	
Redemption	2	<a href="#">21/22 Comp Season Pass</a> - Control #18009 - 0 admissions remain on this pass to be applied towards applicable tickets.	0.00	<input type="checkbox"/>
GRAND TOTAL			\$0.00	<a href="#">REMOVE</a>

[CHECKOUT & PAY](#)
[CONTINUE SHOPPING](#)
[REDEEM MY PASSES/GIFT CERTIFICATES](#)

On the next screen, you must enter your credit card information, if applicable.

*Note: you will only be asked to provide payment information if there are tickets in your cart that are not covered by your season's pass.*



1. select how you heard about the performance at Theatre NorthWest from the given list of options (you must complete this step in order to complete your purchase - the process will not advance otherwise)
2. click the checkbox beside “I have read and accept all terms and conditions...” in the orange box at the bottom of the page
3. click the green “confirm order for processing” button

THEATRE NORTHWEST

TICKETS SEASON PASSES & G.C.'s DONATIONS

HOME ACCOUNT CART LOGOUT

### Step 1 of 2: Confirm Your Order - No Payment Required

Ticket Handling Delivery Method: ☒ E-Ticket/print at home

E-Tickets are not mailed. You must print the tickets on your own printer and bring them with you to the event.

How Did You Hear About Us?

Brochure  
Facebook  
Friends  
NP - Citizen  
Poster

Comments: any information pertinent to this order

1 →

2 →

☐ I have read and accept all [TERMS AND CONDITIONS OF SALE](#) and clicking the checkbox affirms my valid electronic signature for this purchase.

All ticket sales are final. No refunds or exchanges. [BOX OFFICE POLICIES](#)

3 →

**CONFIRM ORDER FOR PROCESSING**

Next, you will now be shown a screen asking you to confirm that your credit card can be charged. Click the green button that says “charge \$ to my credit card now” to complete your purchase.

*Note: you will only see this screen if there are tickets in your cart that are not covered by your season pass.*

### Step 2 of 3: confirm that your card can be charged now

You selected E-Ticket delivery and will print your own tickets

**CHARGE \$107.00 CAD TO MY CREDIT CARD NOW**

Click Charge my card NOW button to continue the checkout process.

1. After clicking the button, you will be redirected to a page within one minute (1) after clicking the 'Charge my card NOW' button, please contact our box office to verify that your order was processed and avoid erroneous credit card charges.

2. When your order completes:

- You will receive an email confirmation containing details about your order.
- A web page will display the confirmation.

**RETURN TO STEP 1 TO CHANGE PAYMENT OPTIONS**

**DO NOT click the browser BACK button to return to this window**

Address: Theatre NorthWest  
556 North Nechako Road  
Prince George BC V2K 1A1  
[Directions to our Box Office](#)

Contact: Telephone: (250) 563-6969  
Fax: (250) 563-6976  
[www.theatrenorthwest.com](http://www.theatrenorthwest.com)  
[admin@theatrenorthwest.com](mailto:admin@theatrenorthwest.com)

Once your order is complete, you will be shown a screen summarizing the order/purchase. From here, you can:

1. download a copy of your tickets

*Note: a pdf file containing your tickets will also be emailed to you for later access. You can print out these tickets and bring them with you to the theatre, **or** present the digital copy on your phone or tablet.*

2. download a copy of your official receipt

*Note: a pdf file containing this receipt will also be emailed to you for later access, and it is not necessary that you download, print or present a copy of your receipt at the time of the performance. This is for your records.*

## Step 2 of 2: Order 46238 Successful

Print your tickets and/or receipt

Checkout completed. You will also receive an email confirmation.

**Your e-tickets have been emailed to you.** If you wish, you may download a PDF containing your bar coded tickets now.

[DOWNLOAD TICKETS TO PDF](#)

Print a receipt for your records. It is not a ticket for admission.

[PRINT RECEIPT](#)

You can review all of your performance dates on the online calendar.

[MY UPCOMING EVENTS](#)

You can review all of your upcoming tickets online

Item	Qty	Description	Total
Tickets	1	<a href="#">The Marvelous Wonderettes</a> on <b>Tuesday November 30 2021 at 8:00 PM</b> at <a href="#">Theatre Northwest</a> Festival Seating Season Pass	0.00
Tickets	1	<a href="#">The Marvelous Wonderettes</a> on <b>Tuesday November 30 2021 at 8:00 PM</b> at <a href="#">Theatre Northwest</a> Festival Seating Season Pass	0.00
Redemption	2	<a href="#">21/22 Comp Season Pass</a> - Control #18009	0.00
GRAND TOTAL			\$0.00

**PURCHASER INFO**

Heidi M H Klepsch  
3271 Westwood Dr  
APT 237  
Prince George, BC V2N 1S4

**Order Reference** 46238

**Order Date** 2 Nov 21 13:27:49.97

Please contact us via telephone or e-mail if you have any questions about your purchase.

Address **Theatre NorthWest**