



## Do you need help with your ticket(s)?

- Pricing, discounts, promotions
- Changes, exchanges, additions, cancellations
- Directions, questions about transportation
- Parking
- Wheelchair rentals, access for persons with disabilities

Customer service contact information is found on the official event website and the official ticket purchase page.

TIX123, a division of MicroSpec Systems Inc. and MicroSpec Registration Services Limited, provides Ticketing services only and is not directly involved in producing the event. If your question or comment is related to the event, please contact show management directly. Contact information can be found on the official event website and the official ticket purchase page.

### TIX123 FAQs, Terms, and Conditions

**Onsite Box Office Tickets:** Please check the show's official website for pricing and to confirm whether or not tickets are available onsite - some events sell out of certain ticket types. Internet tickets are usually available throughout the event, but again, confirm this on the official event website.

**Seniors/Youth:** Please note that some shows offer senior and youth tickets at a different price. If you do not see the option on screen, nor do you see it on the show's website, then it has not been offered for the show. A regular adult ticket must be purchased in this case.

**Contacting an Exhibitor:** Please contact show management to get information relating to an exhibitor. Contact information can be found on the official show website.

**When are My Tickets Valid?** Unless otherwise indicated, tickets are valid for any one day of the event for one person's admittance.

**Show Re-admission:** Some shows provide the opportunity for the same person to revisit the show on another day without paying admission again. To find out whether the show offers such a program, please contact show management. Contact information can be found on the official show website and the official ticket purchase page.

**eTicket Information:** Treat an eTicket as you would cash or a regular ticket. An eTicket contains an unique barcode that will only allow one entry. If for any reason a copy of a ticket is made, the first scanned eTicket to arrive at the event will be allowed entry, while the second eTicket with the same ticket id/bar code will be denied access. Event staff will be able to verify the legitimate buyer by checking the credit card and/or photo id. We recommend that all customers bring their credit card that was used to make this purchase to the event. Upon arrival at the show, please proceed to the eTicket entrance located at the main entrance. No exchange or refunds. No refunds of service fees. The holder of an eTicket assumes all responsibilities for any risk of bodily harm or loss of property sustained while attending this attraction, and waives all right to lay claim for damages resulting from any cause whatsoever either before, during or after the attraction.

**Credit Card Information:** Your complete credit card information is not stored anywhere on our servers. Once the transaction is successful, only a portion is stored for verification purposes with you and the bank. We use your financial information to check your qualifications and bill you for services. By making a purchase, or engaging in any other kind of activity that uses financial information, you consent to us providing your financial information to our service providers and to such third parties as we determine is necessary to process your transactions, as well as to your credit card issuer for their purposes. These third parties may include the credit card companies and banking institutions used to process the transaction. Also, depending on the circumstances of our arrangements, we may share your financial information with applicable event partners, primarily for facilitating "will call" ticket pick up and dispute resolution and customer service at the event venue on the date of the event.

**Security Information:** TIX123 websites have security measures in place to protect against the loss, misuse and alteration of the information under our control. Our secure server software (ssl) is the industry standard and among the best software available today for secure commerce transactions. We encrypt all of your personal and financial information as it travels over the internet and we do not store complete financial information on our servers. Your information may be transferred to and maintained on computer networks which may be located outside of the province, state, country or other governmental jurisdiction in which you reside, and the country or jurisdiction in which these computer networks are located may not have privacy laws as protective as the laws in your country or jurisdiction.

**Client Responsibility Information:** The function of TIX123 is as an authorized ticket selling agency, hired by promoters, production companies and venues to distribute tickets to their events via our online service. As an authorized agent, TIX123 is responsible directly to our clients for the selling of these tickets. All information and inventory for any event is determined by the promoter, and TIX123 simply sells their product, with all inherent service required. TIX123 does not put on or promote events. Nor do we set ticket prices. TIX123 is not involved in ticket availability decisions. TIX123 role is solely to provide a computerized ticket distribution service and maximize the public's access to tickets, based on each client's specifications.

**Order Confirmation Information:** If you do not receive a confirmation number (in the form of a confirmation page or email) after submitting payment information, or if you experience an error message or service interruption after submitting payment information, it is your responsibility to confirm with TIX123 whether or not your order has been placed. Only you may be aware of any problems that may occur during the purchase process. TIX123 will not be responsible for losses (monetary or otherwise) if you assume that an order was not placed because you failed to receive confirmation.

**Pricing Error Information:** If the amount you pay for a ticket is obviously or grossly incorrect, regardless of whether because of an error in a price posted on this web site or otherwise communicated to you, and regardless of whether because of a transactional malfunction of this web site or other TIX123 operated system, then TIX123 will have the right to cancel that ticket (or the order for that ticket) and refund to you the amount that you paid.

**Convenience Charge Information (if applicable):** TIX123 provides consumers the ability to save time by not having to wait in line at the event to buy tickets. The convenience charge pays for the installation and maintenance of computer hardware and software, telephone lines, labor and all other costs associated with the ticket transaction. Ticket buyers normally have 2 options with regard to convenience charges: you can buy your tickets at the event box office and typically pay no convenience charge or take advantage of the ultimate convenience and order over the internet to avoid the line-ups normally associated with consumer show ticket selling booths. Once at the event, you can proceed directly to the eTicket entrance where your eTicket will be scanned for access to the event.

To reach TIX123, please email us at [tix123@microspec.com](mailto:tix123@microspec.com)