



WHAT IF I DO NOT HAVE A SMARTPHONE?

If you do not have a smartphone, please contact our ticketing team at 704-372-1000 or Tickets@BlumenthalArts.org after purchasing your tickets.

HOW ARE MY MOBILE TICKETS DELIVERED?

Once you have completed the ticket purchase, you will receive two (2) emails from CarolinaTix: a confirmation email immediately after your purchase and an email with the mobile tickets 7 days before the performance date. If you have made a purchase within 7 days of the performance date, your mobile tickets will be attached to the confirmation email.

I AM A SEASON TICKET HOLDER/PACKAGE BUYER. HOW ARE MY MOBILE TICKETS DELIVERED?

Once you have completed your purchase, you will immediately receive a confirmation email from CarolinaTix. A CarolinaTix email with your mobile tickets will arrive 7 days before each of your scheduled performances.

CAN I PRINT THE PDF TICKET?

We strongly recommend you don't. Using mobile tickets will not only help us go green, it will reduce the likelihood that anyone inadvertently touches your tickets as you are scanned into the theater.

I RECEIVED THE EMAIL WITH MY MOBILE TICKETS- WHAT'S NEXT?

If you have an Apple iPhone, pull up the email on your phone and tap the Add to Apple Wallet button. If you have an Android or Windows smartphone, you can save the PDF tickets attached to the email directly to your mobile device. Additionally, you can always retrieve the tickets from your email inbox when you arrive for the show by searching for Tickets@CarolinaTix.org. We recommend adding a special folder within your inbox to store the email containing your mobile tickets.

WHAT HAPPENS WHEN I ARRIVE FOR THE SHOW?

Pull up the mobile tickets on your phone and turn your screen brightness up to the highest level. An usher will then scan your mobile tickets.

WHAT IF CAN'T FIND MY TICKETS OR MY PHONE DIES?

Whether by phone in advance or at the box office when you arrive for the show, we are happy to help with any issue you might be experiencing.

I AM STILL UNSURE ABOUT MOBILE TICKETS. CAN SOMEONE WALK ME THROUGH IT?

Absolutely. Please visit BlumenthalArts.org/mobiletickets to make an appointment with a customer service representative.