

## FAQ Sheet on Official Ticketing for Blumenthal Performing Arts

### 1. What are the safe and official places to get tickets to Blumenthal events?

The only official websites to order tickets to events at Blumenthal are [www.blumenthalarts.org](http://www.blumenthalarts.org) and [www.carolinatix.org](http://www.carolinatix.org). For our events at Ovens Auditorium, [www.ticketmaster.com](http://www.ticketmaster.com). If you purchase on other websites, you should worry about being ripped off with higher prices and fraudulent tickets. Blumenthal does not cooperate or partner with any ticket reseller or website. We only use the three sites listed above to sell tickets to events at:

- **Blumenthal Performing Arts Center**
  - Belk Theater
  - Booth Playhouse
  - Stage Door Theater
- **Knight Theater**
- **Spirit Square**
  - McGlohon Theater
  - Duke Energy Theater
- **Ovens Auditorium** for events presented there by Blumenthal Performing Arts (tickets for Ovens hosted events are also available through Ticketmaster.com)

### 2. Why does using an official ticketing site matter?

Ticket brokers are trying to get you to pay more for your tickets for their profit. They use images of Blumenthal venues and shows, and use names to look official. They are not. Look carefully at the fine print and you'll see that most don't actually have tickets in hand. They are advertising to find prospects who are willing to pay inflated prices if they are somehow able to procure them. Our official sites sell tickets for the **FACE VALUE PRICE** – the amount you will see printed on the front of the tickets.

### 3. Are all tickets on unofficial ticketing sites fraudulent?

Most resale tickets violate Blumenthal's resale policy and are subject to being canceled. Blumenthal prohibits reselling a ticket for more than \$10 above its face value, plus taxes and fees. Most of the tickets being offered on other sites are above that amount. If you buy a ticket that violates the resale policy, you risk seeing it canceled and made worthless.

### 4. Why are so many ticket sources listed when I search for tickets on the internet?

Money. The resale of tickets has become a big business. Resellers use electronic bots to scoop up tickets as soon as they go on sale so they are not available to fans at the regular price. If you Google a Blumenthal event you'll quickly find dozens of brokers who advertise to sell you inflated or fraudulent tickets.

### 5. Why can I purchase tickets for a show like *HAMILTON* on resale sites when it's not on sale yet at BlumenthalArts.org?

**YOU CAN'T!** The tickets don't exist. Anyone selling events not yet on public sale don't have tickets and may never have them. They are looking for prospects to sell to if they somehow are able to get hold of tickets. You will pay upfront but have no guarantee your order will be filled. The tickets may be voided if they are priced at more than \$10 above the original price, plus taxes and fees.

Be wary if you see no exact seat location listed on resale sites. That is a clue that the reseller does not have actual tickets in their possession and may never fulfill your order.

#### **6. How do resellers get tickets?**

Blumenthal does not cooperate or assist ANY broker. Some resellers' allow the general public to post tickets for resale. Professional resellers acquire large quantities of tickets through computerized bots. These bots can prevent the general public from being able to acquire seats by blocking fan access to the official site when shows go on sale. Blumenthal reviews transactions daily to identify brokers and void their purchases. When we find tickets that are legally purchased, but sold for a higher price that violates our resale policy, we void those tickets.

#### **7. What if I can't make an event and want to resell my tickets for a Blumenthal show?**

Season ticketholders are able to switch to another performance of the same show, and may be able to swap to an entirely different show. Our resale policy allows you to resell your seat(s) for no more than \$10 above the face value, plus the taxes and fees.

We also encourage you to contact us prior to reselling your seats. We will attempt to work with you to move you to another performance or event and eliminate the hassle of reselling.

#### **8. Why does Blumenthal discourage ticket resale?**

Blumenthal Performing Arts wants our tickets to go to real fans at a fair price and without question about their validity. Resellers are only interested in driving up prices that fans have to pay and making money from it. None of the upcharge goes to the production, artists or creative personnel. The entire upcharge goes to those trying to profit off the demand for our tickets.

**QUESTIONS?** Call or email us: 704.372.1000 or [tickets@ncbpac.org](mailto:tickets@ncbpac.org).