

## SUPERPASS INSTRUCTIONS

We hope you will enjoy the 2025 Fringe Festival in style with your Superpass.

### Important details:

- The Superpass grants the holder **one** complimentary ticket per performance.
- You **MUST** have a ticket and a Fringe Button to see a show (We will provide a button).
- You must use your pass to book tickets online through the Guests Site: <https://guests.intrepidtheatre.com> in advance through our online ticket booking system. **NOTE:** The Guests site is BLUE, the standard ticketing website is PINK.
- If you try to book your Superpass tickets on the standard ticketing website (tickets.intrepidtheatre.com) it **WILL NOT WORK**.

### Booking your tickets:

1. Login to the Guests Site. <https://guests.intrepidtheatre.com>
2. Under the “Events” tab, select the Show performance date and time that you would like to book.
3. Select a quantity of 1 under “Superpass Redemption Ticket” and click “Add to Basket”
  - a. Optional, navigate to another Event to add more tickets to your basket during this transaction
4. Select “Checkout” and review the tickets you have booked
5. To complete the transaction, select “Checkout” and then “Continue to Payment”. No payment will be taken on the Guests site, but you must still complete the transaction in order to book your ticket.
6. You will see this message: “No payment is required for this order. Please click the button below to complete.” Press “Complete Order” and you should receive your e-ticket to your email.

- a. If you do not receive your e-ticket, please contact the Box Office at [tickets@intrepidtheatre.com](mailto:tickets@intrepidtheatre.com).

**Other things to note:**

- If you want to buy a ticket without using your Superpass, you will have to use the [tickets.intrepidtheatre.com](https://tickets.intrepidtheatre.com) website using the same login details. You are not able to purchase tickets with money on the Guests Site.
- A Superpass **does not** guarantee admission to a show, as tickets are limited. Your tickets are not booked until you complete the order confirmation process AND receive an email confirmation with your e-ticket. Seats are not reserved at the door/venue for any pass holders.
- Shows start on time. Some artists DO NOT ALLOW LATECOMERS. **Please try to arrive and take your seat at least 10 minutes before showtime, when the doors open.**
- All Superpass holders must wear their Fringe Button to be admitted to the show.
- INSIDER TIP: Our second weekend is typically very busy, and many shows sell out. Try to see shows early to avoid disappointment.

If you have any questions about your pass, please call Intrepid Theatre 250.383.2663 or email: [tickets@intrepidtheatre.com](mailto:tickets@intrepidtheatre.com) and we will be happy to help you out! HAPPY FRINGE!

-Parker Melnick, Marketing and Box Office Manager