

August 27-September 6

SUPERPASS INSTRUCTIONS

Thank you for being a billet host/board member/staff member for the Fringe. In our appreciation for these essential roles, you have received a Super Pass! We hope you will enjoy this year's Fringe Festival in style with your Super Pass.

Includes!

- one complimentary ticket per performance, must be booked in advance
- One free Fringe button, can be picked up at any venue or the Box Office
- tickets redeemable only at the Guest Site: guests.intrepidtheatre.com

Shareability?

This pass is not shareable. If you are a billet host, and want a shareable pass, contact pa@intrepidtheatre.com to exchange for a shareable pass. If you wish to purchase additional tickets for anyone you are bringing to a show, those tickets must be purchased on the regular ticketing site, tickets.intrepidtheatre.com.

Useful Links!

- Guest site: guests.intrepidtheatre.com (use your pass here!)
- Regular ticket purchasing site: tickets.intrepidtheatre.com
- Box Office Email address: tickets@intrepidtheatre.com
- Hours: intrepidtheatre.com/festivals/fringe-festival/tickets-passes/

How to Use!

1. **If you are a board/staff member or a returning billet host**, you already have an account, and we've already booked your pass! Please jump ahead to "How to book tickets".
2. **If you are a new billet host**, you need to activate your pass before you can book any tickets.

Activate your pass:

- Send your name and preferred email to tickets@intrepidtheatre.com. Please provide us with the email address that you want to receive e-tickets at (Work email addresses are not recommended).
- You will receive a confirmation email at that address within 48 hours indicating that we have attached the pass to your account. You will not be able to book tickets before then.

- Please note that this confirmation is solely to notify you that the pass has been added to your account, and does not act as a ticket to any performances; you must now book your tickets.
- We created an account for you when we activated your pass. You will need to create a password by going to the Guests Site Login page, entering your email address, and clicking “**I forgot my password**” - it will then send you an email to reset (or in this case, create) your password.

You are now set up to book a ticket!

How to Book Tickets:

★★ Use the blue-coloured guests.intrepidtheatre.com site to utilize your pass. Do not use the pink-coloured standard ticketing website. ★★

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 your desired quantity of tickets under Super Pass 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.

Other things to note:

- A Superpass alone **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.
- Please try to arrive and take your seat at least 15 minutes before showtime, when the doors open.
- You must wear your 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 during open hours or email: tickets@intrepidtheatre.com and we will be happy to help you out! HAPPY FRINGE!