

**Tickets for the Reynolds Secondary School Grad Recognition Ceremony, Friday May 25, 2018, will be distributed by the UVic Ticket Centre starting on Wednesday, April 5th at 8:30 am**

**Ticket Limit:** We have a large graduation class this year with roughly 300 graduating students. UVIC Auditorium has 978 audience seats. Graduation is a special time for families to celebrate and to make sure that every family has an opportunity to attend, we will need to limit the number of tickets to a maximum of three per family.

NOTE: The graduating student does NOT need a ticket.

**We recognize that some families will need less than three tickets and some families would like more. Please ONLY purchase the number of tickets you will need, in order to allow as many families as possible to get the number of seats they require.**

Extra grad tickets will be available for purchase on a first come first serve basis on Wednesday May 9<sup>th</sup>, 2018. There will be a limit of 1 extra ticket per graduate at this time. (Unfortunately, extra seats will likely not be beside your original three seats)

## **Reynolds Secondary Recognition Ceremony 2018 Tickets**

**You must contact the UVic Ticket Centre to reserve tickets and book specific seats.**

Please expect high volumes on first sale date  
Limit in effect to ensure each student is guaranteed equal representation at the event

### **Sales Information**

**Sales Date and Time: April 5, 2018 at 8:30 am**

**Ticket Limit: 3 per student**

**Cost: \$10 each**

**Online Sales: <https://tickets.uvic.ca>**

**Telephone Sales:** 250-721-8480

**In Person Sales:** UVic Ticket Centre, B103, University Centre Building, UVic

**General Hours:** Monday – Friday, 9:30am-4:00pm

**\*\*please note early opening for ticket sales\*\***

## **Other Important Information**

**Additional Tickets:** May 9, 2018

**Special Seating Requirements:** Please call or visit the UVic Ticket Centre to purchase

**Babies and Toddlers:** Please note that all human beings must have a ticket, even babes-in-arms and toddlers, this seat must be included in your ticket limit.

**Order fees:**

- \$2.00 per order in-person and telephone sales
- \$3.00 per order on-line sales

**Parking:** Complimentary parking is available on Sunday in all UVic parking lots.

# Online Booking Instructions

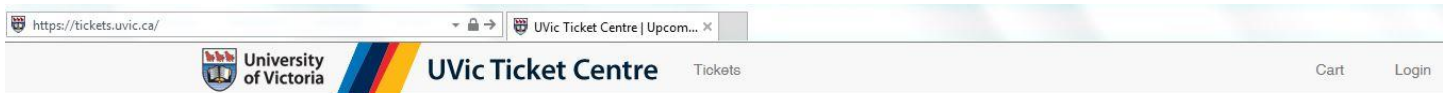
## Mandatory procedures for online bookings

- **The patron name must be the name of the graduating student.**  
Inputting an alternative name will result in a delay of ticket processing\*
- **Please adhere to the ticket limit set by the school**  
exceeding the limit will result in a delay of ticket processing
- **Please consult the ticket price policy for your school and select the correct price for each seat.**

\*Your email address can only be associated to one account. If you already have an account on tickets.uvic.ca, please call the Ticket Centre ahead of time so we can add the graduating student's name to your account. This can be done before the sales date.

### 1. Creating an account

- Go to <https://tickets.uvic.ca>
- Select “**Login**” at top right of page




- Select “**New Patron**”



Create a new account.

**The name of the patron must be the **name of the graduating student**, inputting an alternative name will result in a delay of ticket processing**

- Enter all required information
- When finished select 
- Please read the “**Welcome to the UVic Ticket Centre Online Ticketing**” page

### 2. Selecting event and seats

- Select **Tickets** at the top of the page to browse the web site,



- Find the correct event, date, and time from the Events List. Events are listed by ascending date order.



- Select beside the event

Use the drop down menu to select the section you wish to sit in.

Your seat selection can be changed later on if needed.

1 Where would you like to sit?

**\*\*Any Section\*\***

- Main Floor (Anywhere)
- Main Floor Rows E-J
- Main Floor Rows K-Q
- Main Floor Rows A-D
- Balcony (Anywhere)
- Balcony Sec. 1 (Left Side)
- Balcony Sec. 2 (Left Side)
- Balcony Sec. 3 (Left Side)
- Balcony Sec. 4 (Centre Left)
- Balcony Sec. 5 (Centre)
- Balcony Sec. 6 (Centre Right)
- Balcony Sec. 7 (Right Side)
- Balcony Sec. 8 (Right Side)
- Balcony Sec. 9 (Right Side)
- Balcony Choir Loft (Behind Stage)

Select the number of tickets needed, up to the ticket limit.

2 How many tickets do you want?

5 ▼

**Please adhere to the ticket limit set by the school; exceeding the limit will result in a delay of ticket processing**

Seating is assigned.

3 Keep seats together or can they be separated?

Decide if you would like all seats together, or separated to get potentially better seating

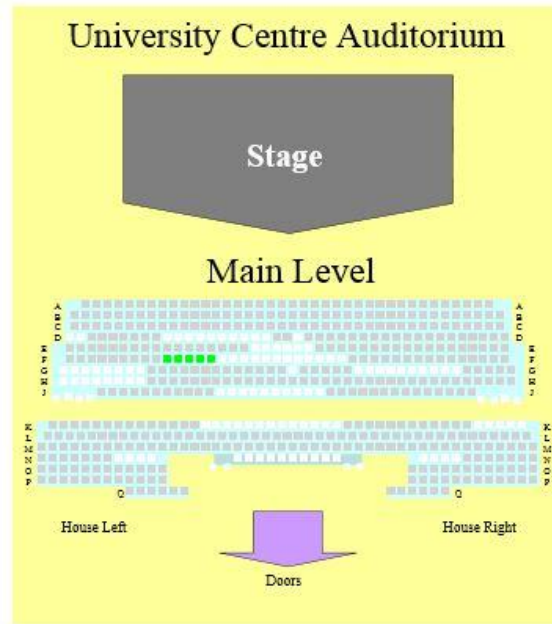
Keep My Seats Together  My Seats Can be Separated

- Select **Choose Your Seats**

### 3. Selecting seats

- The online ticketing system will auto-select the best available seats.

Your currently chosen seats are highlighted in green



- If you would like different seats, click on the available seats (**solid grey squares**) that you would prefer. Your new choices of seats are highlighted in purple

- Click [Change to Newly Selected Seats](#) to confirm this seating change

- Your newly chosen seats will be displayed in green



## 4. Selecting Ticket Prices

- When satisfied with your seating selection, **check the pricing** before adding your tickets to your shopping cart. Some graduation ceremonies have more than one price for tickets, which can be chosen with the pricing drop down menu

**Please consult the ticket price policy for your school and select the correct price for each seat.**

Section	Row	Seat	Seat Notes	Price Selection
Right Main-Door 1	Q	8		Regular PublicSchool Student \$5.00 ▼
Right Main-Door 1	Q	9		Regular PublicSchool Student \$5.00 ▼
Right Main-Door 1	Q	10		Regular PublicSchool Student \$5.00 ▼
Right Main-Door 1	Q	11		Regular PublicSchool Student \$5.00 ▼
Right Main-Door 1	Q	12		Regular PublicSchool Student \$5.00 ▼




- When you have reviewed your seating selection and pricing, select

[Buy Tickets Shown Above](#)

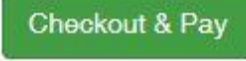
- Your Cart will automatically open with the tickets you have placed on hold. Confirm ticket information

Item	Qty	Description	Total	Remove
Tickets	1	<a href="#">UVIC WIND SYMPHONY</a> on <b>Friday February 9 2018 at 8:00 PM</b> in the <a href="#">University Centre Farquhar Auditorium</a> <b>Right Main-Door 1/Q/8</b> Regular PublicSchool Student	5.00	<input type="checkbox"/>
Tickets	1	<b>Right Main-Door 1/Q/9</b> Regular PublicSchool Student	5.00	
Tickets	1	<b>Right Main-Door 1/Q/10</b> Regular PublicSchool Student	5.00	
Tickets	1	<b>Right Main-Door 1/Q/11</b> Regular PublicSchool Student	5.00	
Tickets	1	<b>Right Main-Door 1/Q/12</b> Regular PublicSchool Student	5.00	
Fee		<a href="#">Online Order Fee</a> (\$2.86)	3.00	
GRAND TOTAL (includes all applicable taxes)			\$28.00	<a href="#">Remove</a>

Remove

- If you would like to choose different seats or pricing, click  beside the order you would like to remove, confirm by pressing , then  to select other seats or prices

## 5. Checkout and Payment

- If you are ready to reserve the current tickets in your cart,  select
- “How did you hear about us?” select “**Graduation**”

How Did You Hear About Us?

E-Mail Notification  
 Focus Magazine  
**Graduation**  
 Other  
 Other Print Material

**If you did not create the online account in the student’s name; please put their name in the comments to avoid delays in processing your order**

Comments

any information pertinent to this order

- Select





- This will take you to a secure online payment page where you can pay with you Visa or Mastercard

**This page must be completed in 15 minutes max or your cart may expire and release your seats.**

- Enter your payment information
- Select Process Transaction

- Select

### Ticket Centre HPP

Mandatory fields marked by \*

#### Cardholder Details

Please enter the following address exactly as it appears on your card statement.

Postal/Zip Code\*:

#### Payment Details

Transaction Amount: \$3.00 (CAD)



Order ID: TM-6-1-2373

Please complete the following details exactly as they appear on your card. Do not put spaces or hyphens in the card number.

Cardholder Name\*:

Card Number\*:

Expiry Date (MMYY)\*:

Card Security Code\*:

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.





## 6. Order Confirmation

When your transaction has completed and your tickets are reserved, you will receive the following message confirming your order and order number, as well as a confirmation e-mail sent to the e-mail address used to create the online account

### Step 3 of 3: Order 333752 Successful

The confirmation e-mail will have the following subject line along with your order number

University Centre Thanks for your order (#333752)

The confirmation e-mail does not contain your tickets; the Ticket Centre staff will be physically mailing all recognition ceremony tickets after checking all orders

**If you did not receive the confirmation message or confirmation e-mail your tickets have not been reserved. Please call the Ticket Centre if there are any issues with your order**