



# Users' Guide to the PaRenFaire.com Box Office

**BOX OFFICE URL:** <http://www.parenfaire.com/buytickets.html>

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## CREATE A BOX OFFICE ACCOUNT

Visit the Box Office at <http://www.parenfaire.com/buytickets.html>

Select "Purchase" in the upper right corner

Select Sign In in the upper right corner

Select the Create A New Account button

Enter your email address (tickets will be sent to this address) and a Password

Select Create Account button

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## RESET PASSWORD

Select "Purchase" in the upper right corner of the Box Office page

Select Sign In in the upper right corner

Click Reset Password

*NOTE:* Be sure to clear your computer cache before attempting to sign in using your email address and the new password.

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## PASSWORD CRITERIA

Box Office Passwords must following the following criteria:

Minimum 8 characters

Include at least one lowercase character (a-z)

Include at least one uppercase character (A-Z)

Include at least one numeric character (0-9)

New Password and Confirm Password must be the same

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## ACCESSING ACCOUNT AND TICKET ORDERS

Click "Purchase" in the upper right side of the Box Office page

Sign In (upper right corner) using your Box Office Email Address and Password

Once signed in, click your name in the upper right corner.

Select the "My Account" button

On the next screen you can:

- Edit Account information
- Add/Edit Credit Card Information
- Access/View Subscriptions
- Access/View Event Tickets
- View Recent Orders
- Edit Account Sign In Information

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## PURCHASING EVENT TICKETS

Go to the online Box Office

Click "Purchase" in the upper right side

Sign In (upper right corner) using your Box Office Email Address and Password

Click "Order Now" next to the event

Using the scrolling arrow, select correct the date/time

Enter the quantity of tickets

Select Order Now

Follow the screen prompts to complete payment process

**NOTE:** A confirmation with links to the tickets will be emailed to you. You can print your tickets or have them scanned from your phone.

## ORDERING MULTIPLE EVENTS OR DATES IN ONE ORDER

Select the first date, enter the quantity and click "Order Now".

Next, select the "Add Tickets" option.

The first ticket(s) will be placed in the cart and the system will return to the screen displaying the event dates.

To return to the events page and select a different event, select the "Continue Shopping".

Repeat until all tickets are in the cart

Proceed to check out

QTY	DETAILS	PRICE	FEES	SUB TOTAL
1	Pennsylvania Renaissance Faire 2024 - Sat, Aug 17, 2024 @ 11:00 AM <b>Adult Aug 17</b>	33.95	2.00	35.95
1	Pennsylvania Renaissance Faire 2024 - Sun, Aug 18, 2024 @ 11:00 AM <b>Adult Aug 18</b>	33.95	2.00	35.95
2	Pennsylvania Renaissance Faire 2024 - Sun, Aug 18, 2024 @ 11:00 AM <b>Adult Aug 18</b>	33.95	2.00	71.90
Cart Total:				143.80
Shipping:				0.00
Order Total:				143.80

## EVENT SUBSCRIPTIONS

Season Subscriptions are sold for select outdoor events. The information regarding what the subscription includes and how to use a subscription are available through the Box Office at

<https://mounthopecstate.vbotickets.com/subscriptions/8088> and sent to subscription purchasers by email.

## NAME ON TICKET

The Box Office System automatically assigns the name associated with the purchasing Box Office Account to each ticket in the order unless otherwise specified during the purchase process. The name on the event tickets will not affect scanning the ticket. **NOTE:** Names must be matched to ID's presented as part of the authorized users of an Event Subscription

## RECEIVING YOUR TICKETS

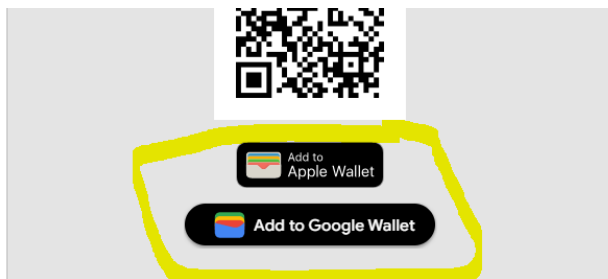
From the Order Confirmation Email Click View on Mobile or View Tickets

Click View on Mobile

Select Apple Wallet or Add to Google Wallet at the bottom of each ticket

On the next screen, click "Add" in the upper right corner

*NOTE:* With multiple tickets, this must be repeated for each ticket.



Click View Ticket

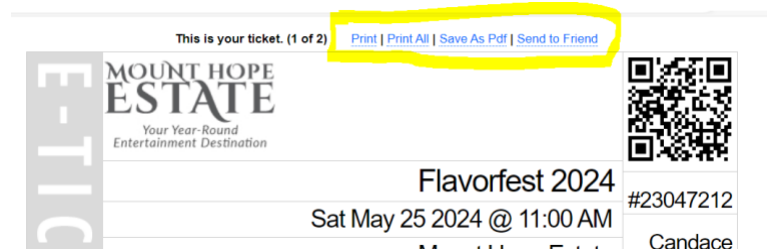
Use the links at the top of the ticket to:

Print – prints the single ticket

Print All – prints all tickets in the order

Save as PDF – save single ticket as a PDF file

Send to Friend – Send ticket via email to another recipient.



*Note:* If you have deleted your confirmation email, see ACCESSING ACCOUNT INFORMATION AND TICKET ORDERS” above.

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## CREDIT CARD PROCESSING ISSUES

If a credit card fails to process, this is usually due to 1 of 4 scenarios.

1. The card was declined due to insufficient funds or another problem with the card.
2. Card information was entered incorrectly. For example, the credit card number or the CVV code is incorrect.
3. The card being attempted was not a Visa or MasterCard.
4. AVS (Address Verification Settings) declined due to mismatched billing information entered. The street address & 5-digit zip code must match. If these items are entered incorrectly, the card will be declined.

Recheck your VBO Box Office account and confirm all address fields for billing are correct. (i.e. the zip code is in the Zip Code field, the state is in the State Field, etc.)

Be sure to clear your computer cache before attempting a new order after experiencing issues and making corrections.

If you continue to experience issues, we suggest contacting your credit company for assistance or attempting a new order with a different card or ordering with a friend.

*NOTE:* For security reasons, the Box Office staff is unable to override the credit card processing system. Our staff uses the exact same system as our guests and will not be able to override a credit card issue by attempting an order on your behalf.

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## CITY/ZIP CODE IN REVERSED FIELDS

If the state and zip code are entered in your Box Office account in the incorrect fields, this will cause the credit card processing system to decline any transaction.

Account holders can sign into their Box Office Account and edit their address.

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## CREDIT CARD HOLDS

Failed transaction attempts could appear on your credit card if the transaction failed. Credit card companies place a hold on the funds when a transaction is begun. If the transaction is unsuccessful, the hold falls away after a period of time the credit card company has determined.

Try another form of payment for your transaction or see the Credit Card Issues section above.

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## TICKET EXCHANGE

Tickets can be exchanged within the parameters of the Ticket Exchange Policies posted on the Box Office page at <http://www.parenfaire.com/buytickets.html>

All Event Tickets are non-refundable.

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## RAIN OR SHINE EVENTS

The outdoor festivals held at Mount Hope Estate are rain or shine. Tickets are non-refundable. Guests are advised to prepare for the outdoor weather forecast. On festival days, the weather is monitored and protocols are in place to notify guests of approaching storms and provide instructions. In the event of rain, modifications to some shows may be made for the safety of the performers.

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## SOLD OUT DATES

There is a limited capacity for all performances. Tickets are sold only through the online Box Office and are NOT available at the entrance to the event. Tickets are not sold through any other online platform. Beware of scams. Tickets are not sold at the gate. Tickets for sold out performances cannot be purchased by contacting the Box Office, or by email or social media messenger. Consider another date to attend.

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## SECURE SITE

The host website (www.PaRenFaire) does not have a security certificate. However, tickets are purchased from a site hosted within a site (which is the VBO plugin). The Box Office site - VBO is https secure. The VBO plugin does have a certificate, which can be reviewed by clicking on the certificate that says "SSL Secure." The direct link to purchase tickets is <https://mounthopeestate.vbotickets.com/events>

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## SUNSET TICKETS

Sunset Tickets are available ONLINE ONLY the date of some events at the time specified on the Box Office. Sunset Tickets are available regardless of the day's sold-out status. There is a limited number of these tickets available. Tickets are not sold at the gate.

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## TICKET DISCOUNTS

Tickets for the first five weekends of the Faire are discounted from the final six weekends' full price ticket. No additional discounts are offered. Other event tickets may be discounted for specific time periods with special offers, but do not have any additional discounts outside the specified discount offers.

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## GROUP DISCOUNTS

Group ticket discounts apply to 15 or more adults. Groups who qualify for group ticket discounts must purchase the tickets in the one transaction for the same performance date in advance through our Group Sales Office prior to the date of attendance by contacting Nicole Boyer at [nicole@parenfaire.com](mailto:nicole@parenfaire.com).

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## GIFT CERTIFICATES

Certificates for the online Box Office are redeemable for tickets purchases through the online Box Office only. Box Office Certificates are not valid at the Wine Shop or at shops on the Faire grounds. Box Office Gift Certificates can be purchased at <https://mounthopeestate.vbotickets.com/merchandise/store/8088>

The Gift Certificate number must be entered in the payment flow by clicking "Gift Card" under the area where the Credit Card information is entered. The Gift Certificate Number will not be valid if it is entered in the Discount Code box earlier in the system process.

🛒 1 Cart #23312145
Total \$26.95

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Before completing your transaction, be sure your tickets are for the correct date/time. Once purchased, all Exchange Policies apply.

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Credit Card
—

Please enter your credit card in the form below.

Save this card for future use

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Gift Card
+

BACK
PAY NOW

## STILL NEED HELP?

Box Office hours:

Monday-Friday – 9AM-4PM

On event days, the Customer Service Window at the festival entrance can assist.

An FAQ section is provided on the online Box Office page with answers to additional questions.

Submit a question to ONE of the following. The Box Office will respond during the hours above.

Online Support Form

Visit the Box Office at <http://www.parenfaire.com/buytickets.html>

Click “Help” next to the Sign In link

Complete the online form.

Email: [bxoffice@parenfaire.com](mailto:bxoffice@parenfaire.com)

Contact

[bxoffice@parenfaire.com](mailto:bxoffice@parenfaire.com)