



Dear *Charlie Brown* Families,

As you know, each family is required to sell a minimum of 20 tickets to the show at \$15 per ticket. This is \$10 cheaper than the regular adult price to the public. We have placed the \$300 charge on your account. You have the ability to do much of the management of your tickets online. Please read the below in detail so that you can understand your options.

Show Schedule:

Friday December 8th – 2:00 PM

Friday December 8th – 7:00 PM

Saturday December 9th – 7:00 PM

Sunday December 10th – 3:00 PM

All performances take place in the Richard Dominguez Black Box Theatre at ENCORE Studios.

Ticket Purchase Process

1. Log into your account and pay the \$300 ticketing charge. ***None of the following applies until this step is complete.***
2. The office staff will award you a “Ticket Membership” in our ticketing system, Vendini. You will receive an email confirmation once your membership has been issued..
3. After receiving the confirmation, you can go online to our ticketing website where you will follow these steps:
 - a. Choose your show.
 - b. Select the number of general admission tickets you want to purchase. You will **not** be able to select “Print at Home” or “Mobile Device” for this show.
 - c. **On the Payment Info screen - Click on “Redeem Benefits”.** This will allow you to use your prepaid membership.
 - d. On the next screen, enter the email address, first name, and last name of the main person on your iClass account. **PLEASE NOTE:** *The correct email address is the one in which you received your confirmation email.*
 - e. If you would like tickets held at will call under someone else’s name, click the link “Buying For Someone Else” and put their name and email address in where noted.
 - f. Confirm your payment information. **If you have done it right you should see a ZERO balance.**

Exchanges: Please note, all exchanges need to be handled through the office via email.

Additional Frequently Asked Questions:

Are reserved tickets available?

For this show, we are not offering any reserved seats. All seats are General Admission only. You will choose your seats after you enter the theatre, so we recommend arriving early to pick up a “boarding pass.” You will be called in by number, similar to Southwest Airlines.

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Are tickets available to the public? What do they cost?

We anticipate that with the size of the cast and the size of the theatre, we will not have space for the general public to attend our shows, so we will not be promoting the show through our normal public outlets. Tickets will be available for purchase on our website, so the public does have access to purchasing them if they happen to visit our website. We just will not be promoting with banners, flyers and email blasts to our patrons.

However, we will let our ENCORE families know about the show, and they will be able to purchase tickets at a cost of **\$25 for adults** and **\$15 for children**. We will strongly encourage them to purchase through the cast, but they will be able to purchase online if they choose.

What if I can't sell all my tickets?

We are committed to helping as much as we can anyone who is struggling to sell their tickets, but ultimately it is each family's responsibility to pay for and sell all their required tickets. Some methods for getting the word out about your tickets:

- Give friends and family postcards and write a note on the back letting them know you can get them a discount. Include your personal contact information.
- Post in all the various ENCORE Facebook groups you may be part of (Encore South Bay, *Mary Poppins*, *Seussical*, *Charlie Brown*, etc.)
- Post on your own Social Media. People often want to attend if they know your child is in the show!
- Post in your homeschool and parenting Facebook groups and at your homeschool ISP or Academy's newsletters.
- Notify the office that you have tickets to sell and if our families contact us we will put them in touch with you.
- Tell your fellow cast members that you have tickets to sell. Some families will be able to sell many more than their minimum 20 tickets, and will be willing to purchase them from other cast members if they know you need help.

What we will NOT be able to do is collect money from anyone for your tickets and be responsible for passing that money along to you. All financial transactions between you and the people purchasing your tickets are between the two of you, and we are unable to accept the financial responsibility for them.

Please let us know if you have any questions about ticketing!