

Hello CSD Dance Families,

For your convenience, we are pleased to offer online purchase of tickets through the OnStage Direct website. Hurray – no line-ups at the Box Office! The purchase of tickets online is not difficult, but I have included some information below to help you through the ticket purchasing process.

Tickets Please!

Tickets will be available for online purchase on **Monday, May 28th at 9:00am** at the following link: <http://www.onstagedirect.com/Contemporary>

Tickets will be available to purchase online until midnight prior to each of the performances. On the day of the show, tickets may be purchased in the lobby one hour prior to performance (cash sales only).

Reserved Seating

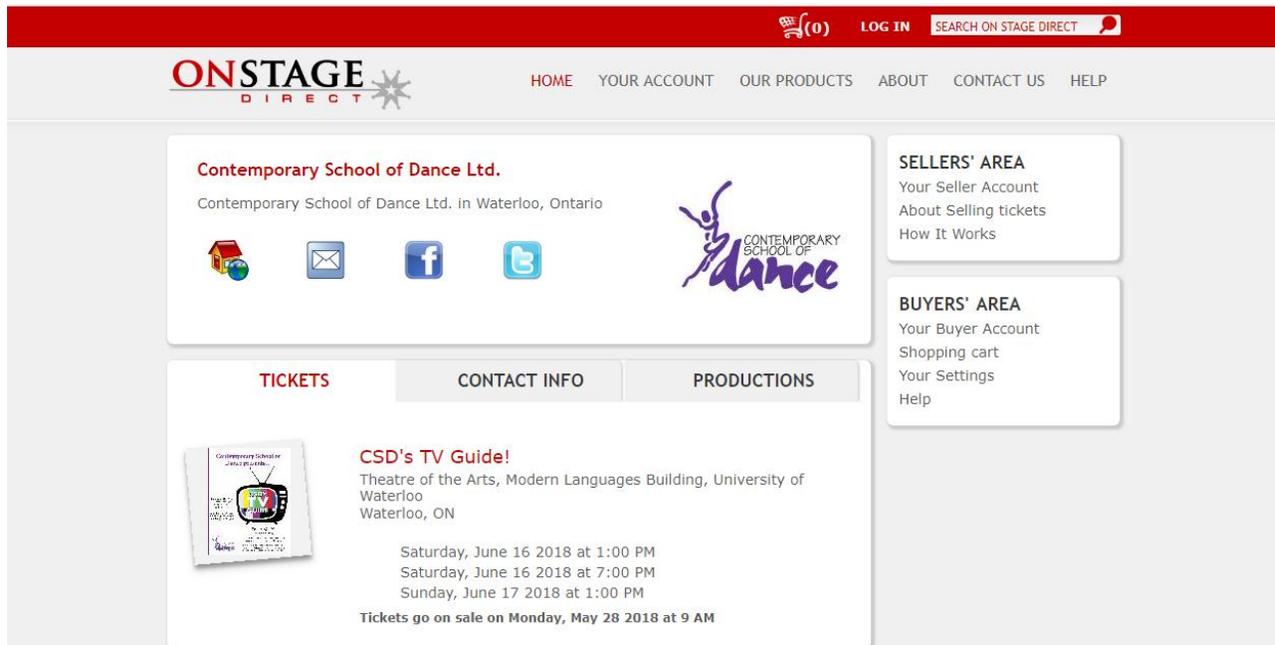
We are using arranged or reserved seating, so you can choose your own seats. Because the audience is curved around the stage, sightlines of the upper stage are better towards the centre of the theatre; however, every seat offers a great view. When selecting your seats, please do not leave any empty seats between your grouping and those that have already been purchased.



Purchasing Online

Go to: <http://www.onstagedirect.com/Contemporary>

In order to purchase tickets, you must make an account, which requires your name and email address. Click on **YOUR ACCOUNT** to get started. Once you have created your own password, you can login to purchase tickets!



The screenshot shows the OnStage Direct website interface. At the top, there is a red navigation bar with a shopping cart icon containing '0', a 'LOG IN' button, and a search bar labeled 'SEARCH ON STAGE DIRECT'. Below this is a grey header with the 'ONSTAGE DIRECT' logo and navigation links: HOME, YOUR ACCOUNT, OUR PRODUCTS, ABOUT, CONTACT US, and HELP. The main content area features a white box for 'Contemporary School of Dance Ltd.' with the text 'Contemporary School of Dance Ltd. in Waterloo, Ontario'. To the right of this box is a 'SELLERS' AREA' with links for 'Your Seller Account', 'About Selling tickets', and 'How It Works'. Below the main box are three tabs: 'TICKETS', 'CONTACT INFO', and 'PRODUCTIONS'. The 'TICKETS' tab is active, showing a 'CSD's TV Guide!' section. This section includes a small image of a TV guide, the location 'Theatre of the Arts, Modern Languages Building, University of Waterloo, Waterloo, ON', and showtimes: 'Saturday, June 16 2018 at 1:00 PM', 'Saturday, June 16 2018 at 7:00 PM', and 'Sunday, June 17 2018 at 1:00 PM'. A note at the bottom states 'Tickets go on sale on Monday, May 28 2018 at 9 AM'. To the right of the 'TICKETS' section is a 'BUYERS' AREA' with links for 'Your Buyer Account', 'Shopping cart', 'Your Settings', and 'Help'.

Finding “CSD's TV Guide!”

This online ticketing site sells tickets for many different events. You can search for our production by using the **SEARCH** tool – type in: CSD's TV Guide! You can also select **WATERLOO** from the list of cities on the home screen, and it will bring up our production in the calendar of events.

Reserving tickets

Be sure to select your preferred show time (Sat. June 16, 1:00pm, Sat. June 16, 7:00pm, or Sun. June 17, 1:00pm). Click on **BUY TICKETS** to add tickets to your shopping cart. From the seating plan, you choose the seats that you want! Please note that the seating plan online is linear, but the actual seats curve around the stage. The seats you select will be reserved for 15 minutes until you purchase.

Convenience fees

When you reserve a ticket, there will be a convenience fee added to your order. No other fees or taxes will be added to your total during the check-out process.

Payment

You can pay for the tickets online with a PayPal account or with a credit card. All payments go securely through the PayPal payment gateway. OnStage Direct does not receive any of your confidential information regarding your payment.

E-tickets

All tickets sold by OnStage Direct are e-tickets, issued electronically, and need to be printed out. Tickets can not be sent by mail. **Please print out your e-tickets and bring them to the event.** If you do not have a ticket, you will not be permitted in the theatre. We ask that you check the ticket immediately after download to ensure you have the correct tickets. Your ticket includes details of the event, a unique ticket number, and a barcode which may be scanned at the event.

Purchase confirmation

Once payment is completed, you will be redirected to the confirmation page. Tickets can be viewed and printed from your account at any time after this. You will also receive an order confirmation email from OnStage Direct shortly after booking. If you do not receive an email, please check your spam or junk mail box as it may have been diverted there by mistake.

Viewing your tickets

You can view your current and previous online ticket purchases on Your Buyer Account page. If you are unable to locate any record of your ticket purchase, please contact OnStage Direct.

Cancellations and refunds

All ticket sales at OnStage Direct website are final and cannot be cancelled once confirmed. There are no refunds for any ticket purchases. If an event is cancelled, you will receive a full refund, including convenience fees that you have paid.