

## MOBILE TICKETING GUIDE

### 2023 Pavilion Concert Season

As of March 2023, Bethel Woods Center for the Arts is utilizing mobile ticketing!

We believe everyone deserves access to tickets they can trust at every step – no one should ever be turned away due to a fake or counterfeit ticket. We are proud to build, enhance, and deliver safest way to attend your favorite events.

### WHAT IS SAFE TIX?

Bethel Woods has implemented Ticketmaster’s SafeTix for all events – your phone is now your ticket! SafeTix are encrypted mobile tickets designed to provide the best possible entry experience and eliminate fraud.

Tickets are powered by a new rotating barcode that refreshes every 15 seconds so that they cannot be stolen or copied, keeping your tickets safe and secure. Follow these simple steps to access your tickets through either your Ticketmaster account or your Bethel Woods account via Account Manager.

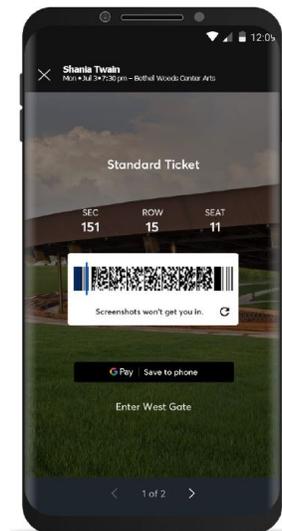
### HOW TO ACCESS TICKETS

#### ***Ticketmaster Account (Non-Members)***

1. Download the Ticketmaster App from the App Store or Google Play.
2. Sign into your Ticketmaster account, then tap My Events to locate your order.
3. Tap your order to view tickets.
4. Add your ticket to your phone’s wallet so that they are always available to you, even when WiFi is slow or cell service is limited.

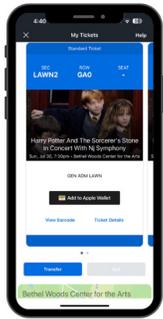
#### ***My Bethel Woods Account (Account Manager; Members)***

1. Visit [am.ticketmaster.com/bethel](https://am.ticketmaster.com/bethel) on your mobile devices browser and log into your Bethel Woods account.
2. Go to My Events and select your order to view your tickets.
3. Add your ticket to your phone’s wallet so that they are always available to you, even when WiFi is slow or cell service is limited.
4. At entry, open your Apple or Android Wallet to get your tickets scanned in!



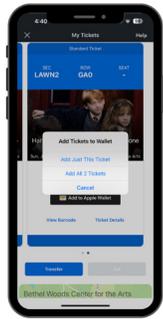
**IMPORTANT NOTE: Screenshots, PDFs, and printouts are NOT valid for entry.**

## ADDING SAFETIX TO YOUR DIGITAL WALLET FROM APP



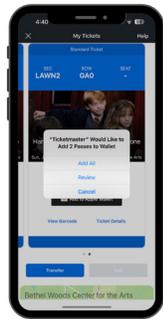
### STEP 1

Tap "Add to Apple Wallet" or "Add to Google Play." This allows you to access your tickets without internet and is highly recommended.



### STEP 2

Select which tickets you'd like to add to your digital wallet.



### STEP 3

Confirm tickets you want to add to your digital wallet.

## TRANSFERRING YOUR SAFETIX MOBILE TICKETS



### STEP 1

From your app, tap on your event to view your ticket, then tap "Transfer."



### STEP 2

Select the tickets you'd like to transfer.



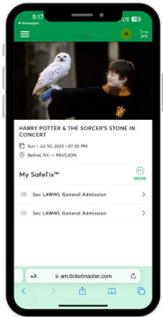
### STEP 3

Enter the recipient's information, tap "Transfer Tickets" and you're all set.

*When transferring tickets, you'll receive two emails: one confirming your ticket(s) have been sent and another when your recipient accepts the tickets. Your recipient will also receive an email prompting them to accept your tickets. Once the ticket transfer has been accepted, the tickets in your account are no longer valid and you will not be able to get into the event with those tickets.*

*Those receiving a ticket transfer **must** have an account. If they do not, they can easily create one when they accept the tickets. \*Ticket transfer policy is subject to change with or without notice.\**

## ADDING SAFETIX TO YOUR DIGITAL WALLET FROM ACCOUNT MANAGER



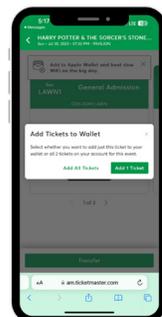
### STEP 1

Log into your Bethel Woods Account Manager. Select the event you're looking for to access tickets.



### STEP 2

Tap "Add to Apple Wallet" or "Add to Google Play". This allows you to access your tickets without internet and is highly recommended.



### STEP 3

Select which tickets you'd like to add to your digital wallet.



### STEP 4

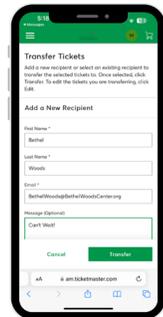
Once selected, confirm the tickets you want to add to your digital wallet.

## TRANSFERRING YOUR TICKETS WITH ACCOUNT MANAGER



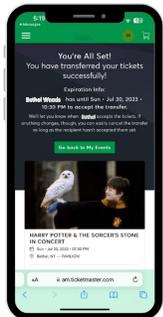
### STEP 1

Tap the "Transfer" button, and select the tickets you'd like to transfer.



### STEP 2

Enter the recipient's contact information.



### STEP 3

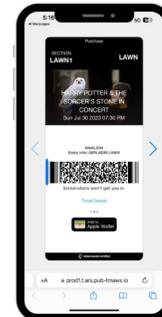
Confirm that the transfer was successful. The recipient will receive an email or SMS with a link to accept the tickets.

## ADDING SAFETIX TO YOUR DIGITAL WALLET FROM WEB BROWSER



### STEP 1

Tap on the link sent to you via SMS from Ticketmaster.



### STEP 2

Tap "Add to Apple Wallet" or "Add to Google Play". This allows you to access your tickets without internet and is highly recommended.



### STEP 3

Tap "Add" to complete.