

In this document we would like to focus on few important things to know when using The Vancouver Chopin Society new online ticketing system. In most cases customers would enter our online system by clicking on Buy Tickets button that is placed on every artist page.

However, it is also possible to directly enter our online system at <https://my.chopinsociety.org/> and clicking on the Events option from the menu on the left side of the screen.

Here are all the steps you can expect during the process:

1. Find your event at chopinsociety.org
2. Select your seat(s)
3. Select ticket type and price
4. Confirm your selections and continue shopping or checkout, where you submit payment and enter promotional codes (when available).

DEBUT RECITAL BY KYOHEI SORITA, 2nd PRIZE WINNER OF THE 18TH INTERNATIONAL CHOPIN COMPETITION IN WARSAW

Sunday, May 21, 2023 | 3:00 PM

Vancouver Playhouse([Click for directions](#))

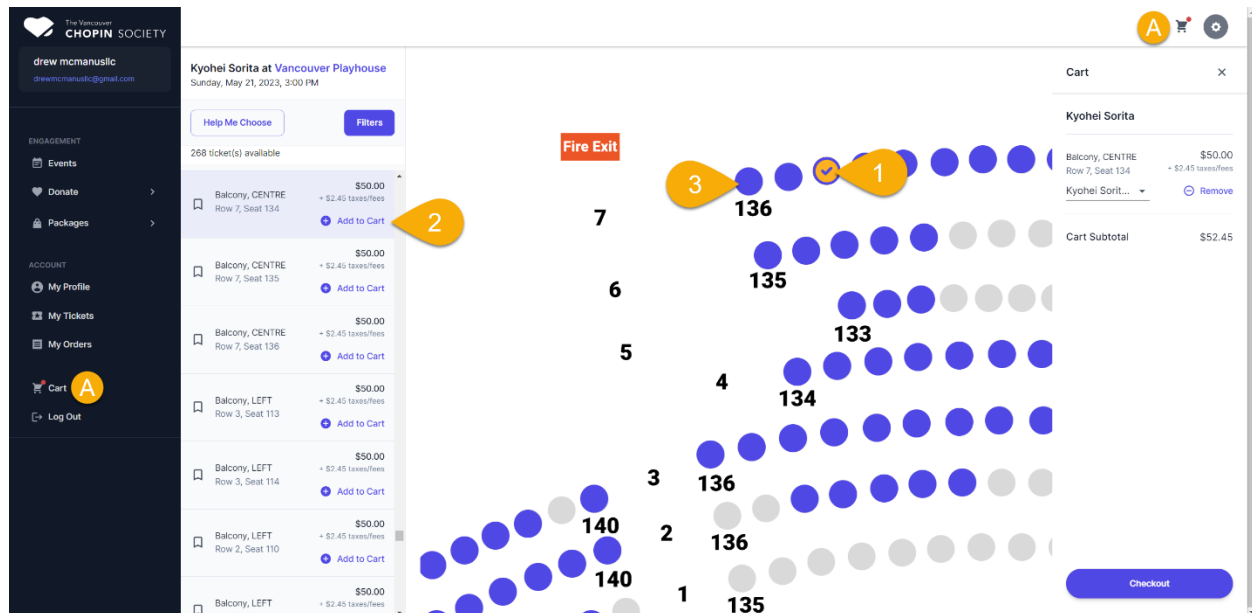
600 Hamilton St, Vancouver



Step 1: Find Your Event

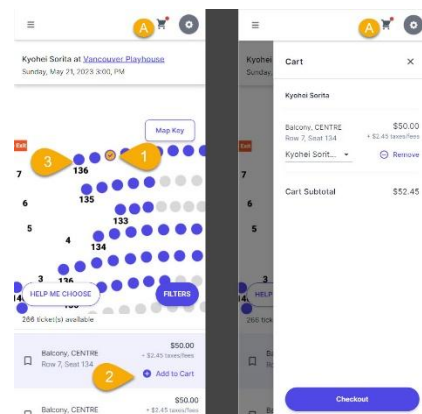
1. At the chopinsociety.org, click any "Buy Tickets" event button and you will be taken to the my.chopinsociety.org app to select seats and complete your purchase.

Step 2: Select Your Seat



- 1) Select a seat by clicking a circle icon in the seating map. When you do, a ticket card will highlight in the left column. It shows the Adult ticket price and any fees or taxes. You'll be able to change the ticket type after adding the seat to the cart.
- 2) Select the "Add to Cart" button in the ticket card and the cart drawer will appear from the right side of the screen.
 - a) Selecting the cart icon at the top of the page or in the far-left navigation menu will open and close the cart drawer.
- 3) To add additional seats, repeat the process of selecting the seat icon, then clicking "Add to Cart" from its ticket card.

On A Mobile Device, the cart drawer slides in from the right over top of the seat map:



Tip: You can move map in all directions by clicking and holding left mouse button and zoom in and out using a mouse wheel.

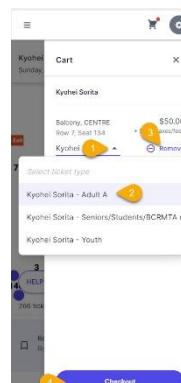
Tip: use the "Filters" Button to help narrow your search and find tickets between price points.

Step 3: Select Ticket Type And Price



1. From the cart drawer you can select a different ticket type and price from the default "Adult" ticket by selecting the down-arrow. Note: if a seat only has one ticket type option, the down arrow will not be displayed.
2. The dropdown will display all available ticket types. Selecting one will change the ticket price automatically.
3. You can remove a ticket from the cart drawer by clicking the "Remove" button.
4. Once you have added all seats to the cart and selected ticket types, click the "Checkout" button at the bottom of the cart drawer.

On a mobile device, the process is nearly identical:



Step 4: Checkout or Continue Shopping

Checkout

| ITEM(S) | QUANTITY | PRICE | SUBTOTAL | |
|--|---|-----------------------|--|--------|
| Kyohei Sorita Sun, May 21, 2023 3:00pm Vancouver Playhouse 600 Hamilton Street, Vancouver, BC V6B 3L4 Balcony CENTRE, 7 134 | 1 | \$40.00 \$1.96 Fee | \$41.96 | Remove |
| Kyohei Sorita Sun, May 21, 2023 Vancouver Playho Balcony CENTRE, | <input type="text" value="Country"/> <input type="text" value="Canada"/> | \$50.00 \$2.45 Fee | \$52.45 | Remove |
| <input type="button" value="Log In to Complete Order"/> | | | <input type="button" value="Continue Shopping"/> | |

Payment Info

Payment Successful
We have sent you an email with the details of your order.

| | |
|--------------|----------------|
| Subtotal | \$90.00 |
| Fees | \$4.41 |
| Tax | \$0.00 |
| Total | \$94.41 |

1234 1234 1234 1234

MM / YY

CVC

Canada

M5T 1T4

Secure Checkout
By selecting "Complete Order", you are indicating that you have read and agree to the [Terms of Sale](#).

1. Confirm your ticket selections and either click the "Continue Shopping" button or scroll down to make payment and checkout.
2. You can remove any ticket from the checkout by clicking the red "Remove" button
3. If you have not already done so, you will be prompted to sign in. If you do not yet have an account, you will need to create one before you can checkout.
4. If you have a promotional code, enter it here then click the "Apply Code" button. Be sure you don't have a space and the beginning or end of the code. If the code is valid, the system will automatically adjust the price.
5. Confirm your order total and enter your payment information.
6. Select the "Complete Order" button to submit your payment. Depending on your connection speed, it may take up to 20 seconds to complete.

7. Once complete, you will see a "Payment Successful" message.

On a mobile device, the process looks very similar, except all the content is stacked into a single row and you'll need to scroll down to the payment fields:

The image shows a mobile checkout interface with the following sections and callouts:

- Items:** A section titled "Kyohei Sorita" with event details: "Sun, May 21, 2023 3:00pm", "Vancouver Playhouse 600 Hamilton Street, Vancouver, BC V6B 3L4", and "Balcony CENTRE, 7 134". It lists "1 Adult A" for "\$50.00" plus a "\$2.45 Fee". A callout "2" points to a "Remove" button.
- Total:** A summary row showing "Total" as "\$50.00". A callout "1" points to a "Continue Shopping" button.
- Payment Info:** A section with a user profile "drew mcmanusilc, drewmcmanusilc@gmail.com".
- Promotional code:** A field for a promotional code with a callout "4" and an "Apply Code" button.
- Summary:** A table showing "Subtotal" (\$50.00), "Fees" (\$2.45), and "Tax" (\$0.00). The final "Total" is "\$52.45", with callout "5" pointing to it.
- Card Information:** Fields for "Card number" (1234 1234 1234 1234), "Expiration" (MM / YY), "CVC", "Country" (United States), and "ZIP" (90210).
- Complete Order:** A blue button with a right arrow and a callout "6".
- Secure Checkout:** A footer note: "Secure Checkout. By selecting 'Complete Order', you are indicating that you have read and agree to the Terms of Sale."