

CROWS THEATRE 24.25 SEASON ONLINE SUBSCRIPTION REDEMPTION

You bought a subscription for Crow's Theatre! Now what?

Head to **crowstheatre.com** and click **TICKETS**

Or head straight to <https://tickets.crowstheatre.com/TheatreManager/1/online?event=0>

Log in at the top right of the page

The screenshot shows the top navigation bar of the Crow's Theatre website. The 'CROWS THEATRE' logo is on the left. Navigation links include 'Tickets', 'Gift Certificate', 'Passes & Subscription Packages', 'Donations', 'Merchandise', 'Cart', and 'Login'. The 'Login' link is circled in red. Below the navigation bar is a yellow banner with text about reduced ticket prices for students and under-30s. A search bar is present with filters for 'Year', 'Month', 'Event', and 'Venue', all set to 'All'. A 'Search' button is to the right. Below the search bar is a 'Presale Access Code' field and an 'Add Code' button. At the bottom of the search area, it says '30 performances displayed. Use page selection to see more.' and 'Availability: Good Limited Sold out Not on-sale'. Page numbers '1' and '2' are shown at the bottom left.

Use your **email address** and **password** associated with your patron account to log in

Crow's Theatre Login

Welcome to the Crow's Theatre online sales site. ✕

Please enter your email/password from a previous visit -or- choose from one of the options below.

The screenshot shows the login form on the Crow's Theatre website. It has two input fields: 'Email' with a placeholder 'email address (returning visitors)' and 'Password'. A green 'Login' button is below the fields. A blue arrow points to the 'Email' field. Below the form are three buttons: 'Browse Anonymously', 'Forgot My Password', and 'New Patron'. The 'Forgot My Password' button is circled in red.

[Browse Anonymously](#)
If you wish to browse for tickets without logging in yet.

[Forgot My Password](#)
Reset your password

[New Patron](#)
Create new account

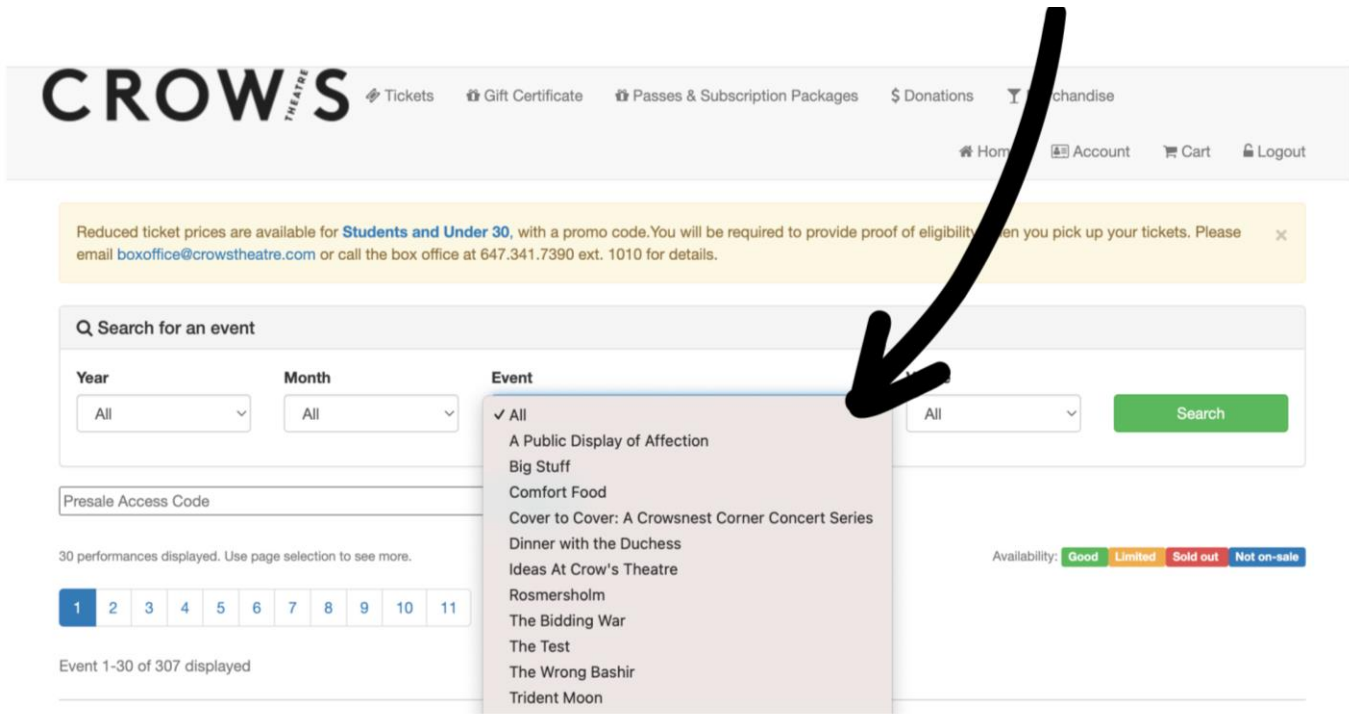
If you forget your password (or do not have a password because the Box Office made your account) click **Forgot My Password**. You will get an email prompting you to make a password.

Go back to the **Tickets Tab**, and scroll through the shows under the **Event Tab**.

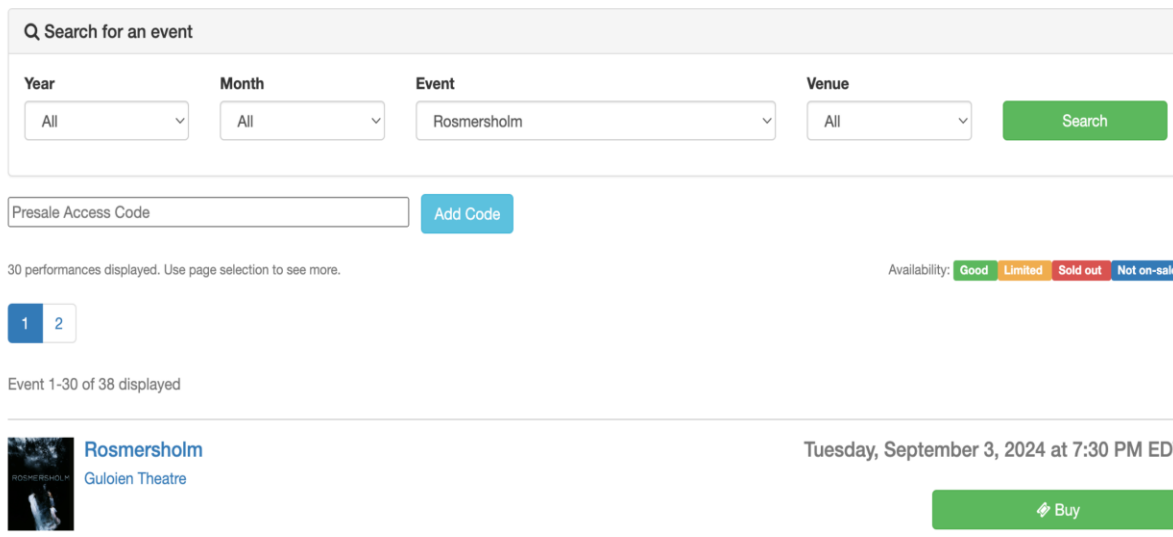
Email boxoffice@crowstheatre.com or phone 647 341 7390 ext 1010 for assistance

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NOTE: You will see next season's shows only if you are properly logged into your patron account that has your subscription associated with it. Otherwise, you will only be able to see the 23.24 Season shows.



I've chosen **Rosmersholm** as our example! Click **Buy** on the date you want to see!

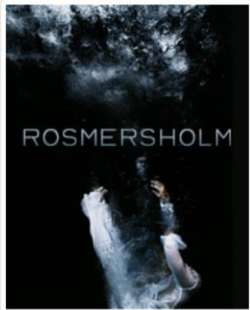


Now here's where things get fun!

You will be greeted with the below page:

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Rosmersholm Tuesday, September 3, 2024 at 7:30 PM EDT



You've selected

Tuesday, September 3, 2024 at 7:30 PM EDT

Venue

Guloién Theatre
345 Carlaw Avenue
Toronto ON M4M 2T1

1 Where would you like to sit?
**Any
Select the section you wish to sit in.

2 How many tickets do you want?
2

3 Keep seats together or can they be separated?
 Keep My Seats Together My Seats Can be Separated

Choose Your Seats Cancel and Start Over Change Date

1. Select which Tier and Price Code you want to purchase:

1 Where would you like to sit?

✓ **Any

Tier A - Adult (starting at \$80.00)

Tier A - Senior (starting at \$64.00)

Tier B - Adult (starting at \$65.00)

Tier B - Senior (starting at \$52.00)

Tier B - Artsworker (starting at \$30.00)

All tickets are separated into
Tier A and Tier B

Make sure you select the same Tier as your
subscription is under.

For example, if you have the
24.25 Complete Senior (Tier B) subscription
you will select Tier B - Senior

2. Select the number of tickets you wish to purchase

3. Select to **Keep Your Seats Together** or **My Seats Can Be Separated**

Your best bet will be to “Keep My Seats Together”. This way the system will assign you seats next to one another

If a show is close to selling out, there may not be multiple seats available next to one another! In this case, you would select “My Seats Can Be Separated”

You will now see the full seating map for the show, and where the system has automatically placed you:

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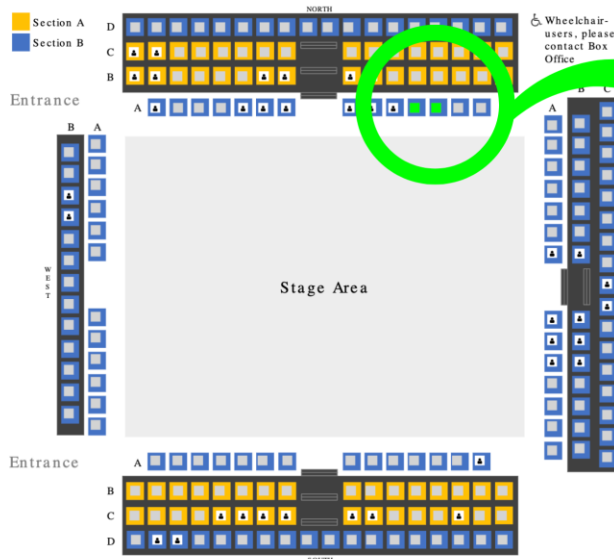
Here are some good seats. ✕

If you prefer different seats, click one or more available seats on the map and then click 'Pick Selected Seats' button.



You've selected

Tuesday, September 3, 2024 at 7:30 PM EDT



These are the seats you have been automatically assigned

They are selected by the system as being the 'best available'

You will see they are highlightd in **GREEN**

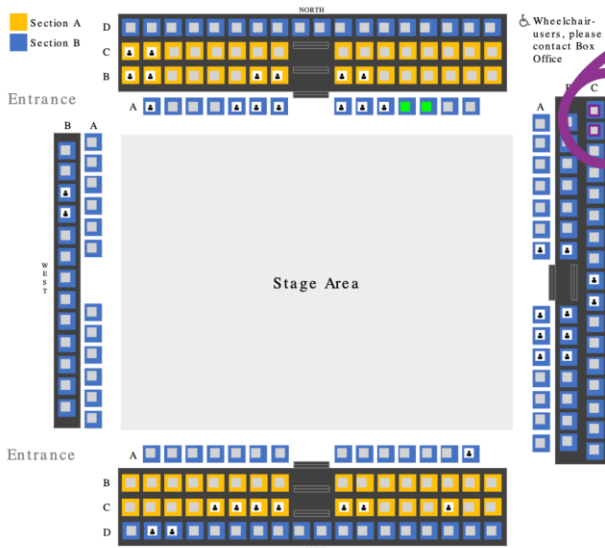
If you would like to pick your own seats, you can click on any available seat in the correct Tier

Tier A are the **yellow seats**

Tier B are the **blue seats**

You can see which seats are available to pick because they have a **grey square** on them

Seats that are **NOT** available, have a **person icon** on them.



When you click on an alternate seat, it will turn **purple!**

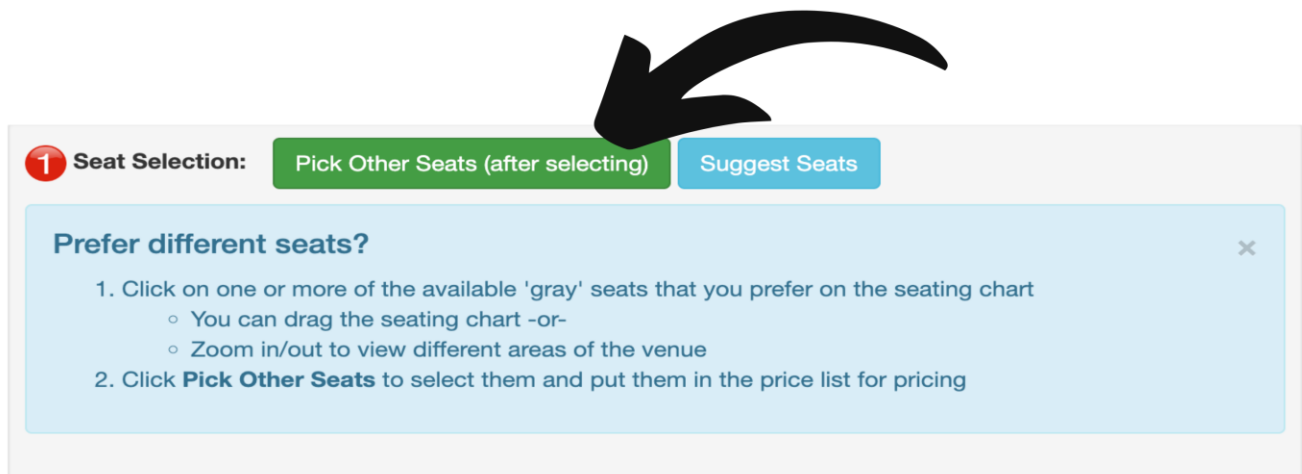
Note: when a seat is purple, you have not actually selected that seat yet, you have just indicated what you would like to switch to

When you are happy with your indicated seats, scroll down!

Scroll down to **Step 1: Seat Selection** and click **PICK OTHER SEATS (after selecting)**

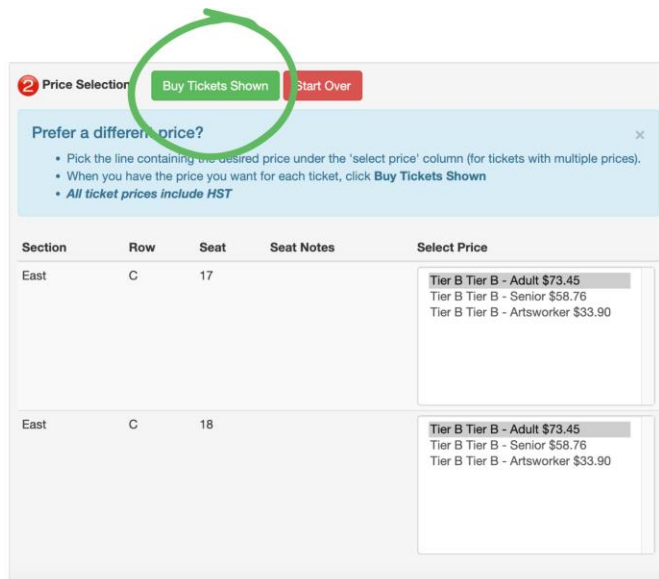
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The page will re-load, and your **Purple** seats will turn to **Green**!

Double check that the seats you want are now green. Now scroll down to **Step 2: Price Selection**



You will see your selected seat numbers

You will also see the price breakdown for each ticket type.

Double check you have the right category (Adult, Senior, Artsworker)

Click **Buy Tickets Shown** to proceed!

Now we just have to redeem the subscription! We're in the home stretch!

In your shopping cart, you will now see your tickets, their seat info, and their base price.

Email boxoffice@crowstheatre.com or phone 647 341 7390 ext 1010 for assistance

Shopping Cart #227840

For any questions please contact our Box Office at 647-341-7390 ext. 1010

Tickets have been placed on hold.

Item	Qty	Description	Total	Remove
Tickets	1	Rosmersholm on Tuesday, September 3, 2024 at 7:30 PM EDT in the Guljoen Theatre Section: East Row: C Seat: 17 Tier B Tier B - Adult	73.45	
Tickets	1	Section: East Row: C Seat: 18 Tier B Tier B - Adult	73.45	
Coupon		24.25 Subscription Pre-Sale	0.00	
GRAND TOTAL (includes all applicable taxes)			\$146.90	

Your Support Impacts Us All.

Please consider helping Crows Theatre by adding a donation below.

\$50

\$75

\$100

Checkout & Pay

Continue Shopping

Redeem My Passes/Gift Certificates


Mail Me My Tickets

Click [Redeem my Passes / Gift Certificates](#)

You will see the full details of (each of) your subscription(s).

This includes the name, expiry, original amount & quantity, and the remaining amount & quantity.

(Note: Below you will see it says \$0. This is because I am using a test subscription. Yours will show proper details.)



	Description	Expiry	Original Amount	Qty	Remain Amount	Qty
	Pass # 7011 24.25 Staff Subscription	Jun 30, 2025	0.00	1	0.00	1
	Pass # 7010 24.25 Staff Subscription	Jun 30, 2025	0.00	1	0.00	1

Click **Apply!**

CROWS THEATRE 24.25 SEASON ONLINE SUBSCRIPTION REDEMPTION

You will see **ONE** of the tickets has been reduced to \$0.

Item	Qty	Description	Total	Remove
Tickets	1	Rosmersholm on Tuesday, September 3, 2024 at 7:30 PM EDT in the Guloien Theatre Section: East Row: C Seat: 17 Complimentary Tier B - Adult	0.00	Remove
Tickets	1	Section: East Row: C Seat: 18 Tier B Tier B - Adult	73.45	
Coupon		24.25 Subscription Pre-Sale	0.00	Remove
Redemption	1	24.25 Staff Subscription - Control #7011 - 0 admissions remain on this pass to be applied towards applicable tickets.	0.00	Remove
GRAND TOTAL (includes all applicable taxes)			\$73.45	

If you have two subscriptions, you need to do this process **twice**, as each subscription can only be used ONCE for each show.

You will once again click [Redeem My Passes / Gift Certificates](#)

The subscription you already used will show up yellow. Click the **green** one!

	Description	Expiry	Original Amount	Qty	Remain Amount	Qty
	Pass # 7010 24.25 Staff Subscription	Jun 30, 2025	0.00	1	0.00	1
	Pass # 7011 24.25 Staff Subscription	Jun 30, 2025	0.00	1	0.00	0

And now everything should balance out to \$0 as your grand total!

Item	Qty	Description	Total	Remove
Tickets	1	Rosmersholm on Tuesday, September 3, 2024 at 7:30 PM EDT in the Guloien Theatre Section: East Row: C Seat: 17 Complimentary Tier B - Adult	0.00	Remove
Tickets	1	Section: East Row: C Seat: 18 Complimentary Tier B - Adult	0.00	
Coupon		24.25 Subscription Pre-Sale	0.00	Remove
Redemption	1	24.25 Staff Subscription - Control #7011 - 0 admissions remain on this pass to be applied towards applicable tickets.	0.00	Remove
Redemption	1	24.25 Staff Subscription - Control #7010 - 0 admissions remain on this pass to be applied towards applicable tickets.	0.00	Remove
GRAND TOTAL			\$0.00	

Scroll down to **check out** and you're all done!

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