

Knowledge Base Examples

Request to Cancel - Store Credit Available

You're in luck! For this purchase, I'm able to cancel it for a store credit. Store credit is super easy to use. It never expires and applies automatically to your purchases until it's all used up. I don't want to cancel anything without your okay, so let me know within the next 24 hours if you want to cancel, and I'll take care of it for you.

Refunded to Store Credit

I've canceled those tickets for store credit, so you're good to go! Your credit won't ever expire and it can be used on any of our products! If you're like me, you'll want to spend that credit ASAP. Here's a shortcut back to your home page so you can check out what we've got: [LINK] If you need help with anything else, just let us know. It's what we're here for!

When Will I Receive my Tickets?

The box office is working on it as we speak! You'll get your tickets as soon as they're ready, which is typically 24 hours before your event (or even sooner, depending on the venue). Once they're sent, you can print them directly from your email or from My Tickets on your account page.

Oh, and FYI – if you have trouble printing your tickets, you can always pick them up at the box office with your photo ID, just know that some box offices charge a small printing fee.

Request to Cancel - Tickets Already Sent

I wish I could cancel your tickets, but I'm afraid I can't. Here's the thing – each ticket has a unique barcode and once it's sent to you, we can't void it or make any changes. The good news is that the ticket is yours and you can give it to anyone you want. Just forward the tickets by email, or print them out and give them to the new guest.

Request to Cancel - Sales Closed

I'm sorry to hear that! It's no fun when things don't go as planned :(I wish I could help, but this close to showtime I'm not able to cancel or exchange tickets. Your best option now is to give your tickets to someone else.

IF E-TICKETS: Since you already have the tickets, it's really easy to do that. You can just email them or print them out and give them to someone. There's no need to change the name or do anything extra.

IF WILL-CALL & TIME TO CONTACT BOX OFFICE: If you have someone else who can take your tickets, give me their first and last name and we'll see if we can get the box office to change the name before the show. We'll let you know as soon as they confirm the change.