



HOW TO PURCHASE CONCERT TICKETS

Be aware that third-party ticket vendors and scalpers use the “Red Butte Garden” name in some way to sell overpriced or invalid tickets. We recommend that you only purchase authentic tickets in person at Red Butte Garden, by calling Ticketfly, or online through: redbuttegarden.ticketfly.com (<https://redbuttegarden.ticketfly.com/>) or www.ticketfly.com

Red Butte Garden Visitor Center

300 Wakara Way
Salt Lake City, UT 84108
801.585.0556
Open daily at 9AM

Ticketfly

877.987.6487
Monday – Sunday, 7AM-6PM PST

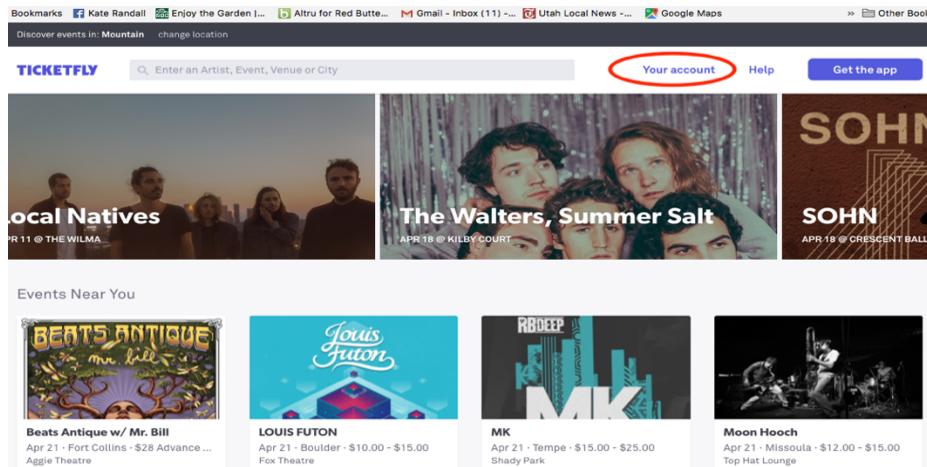
Ticketfly Registration Process

Red Butte Garden uses an external ticketing system called **Ticketfly**.

You must establish a Ticketfly account and be logged in to your account in order to purchase concert tickets online.

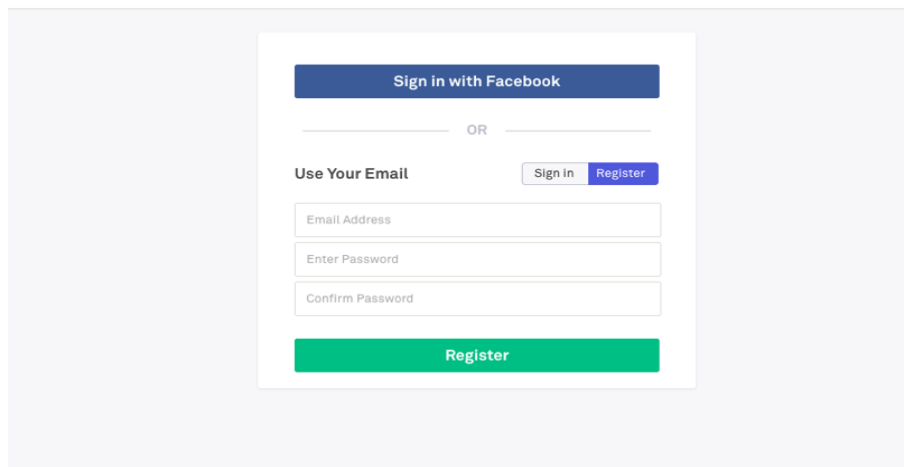
We recommend that you create your Ticketfly account and learn how to navigate the site BEFORE concert tickets go on sale.

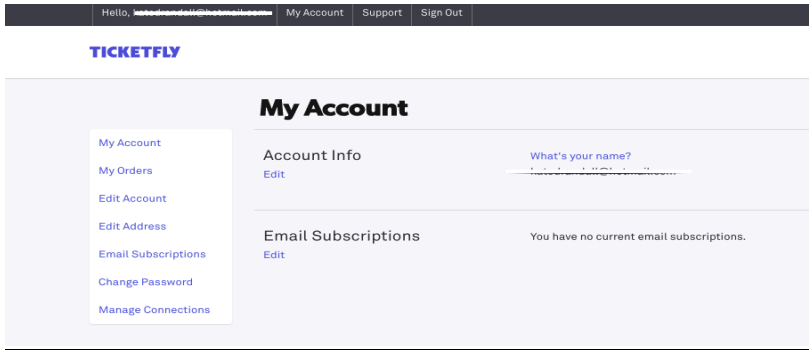
- To SET UP or SIGN IN to your account go to: www.ticketfly.com
- Click on the words **Your Account** at the top right of the screen



- If you don't already have a Ticketfly account, click on the top right blue Register button
- To set up a new account enter your email address, create your own password, confirm password, and then click the green Register bar at the bottom
- Current Ticketfly account holders enter your email address and password to sign in

TICKETFLY





- Congratulations! You now have a Ticketfly account. 😊 Spend some time and check it out.
- Now enter: redbuttegarden.ticketfly.com (<https://redbuttegarden.ticketfly.com/>) into a new browser window which will take you to the **Main Red Butte Garden Outdoor Concert Series** lineup page on Ticketfly. You should still be logged in to Ticketfly.
- Please Note: If there is no Ticketfly account activity for 30 minutes, your account will automatically log-out and you will be required to sign in again.

How To Purchase Red Butte Garden Outdoor Concert Series Tickets Online

There are many ways to purchase tickets on Ticketfly – we recommend the following:

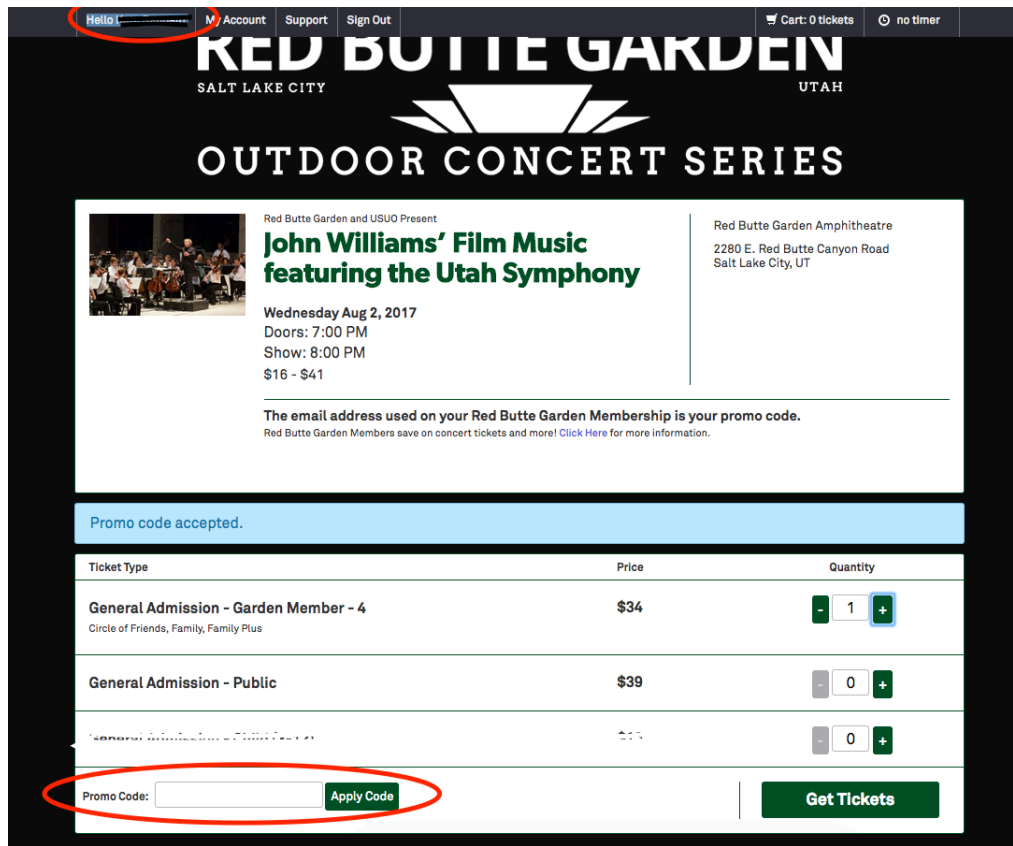
Important! Go to: www.ticketfly.com and LOG IN to your account a few minutes BEFORE tickets go on sale. Have your credit card ready.

- Once you are logged in to your Ticketfly account, go to: redbuttegarden.ticketfly.com (<https://redbuttegarden.ticketfly.com/>)
- You will be directed to the **Main Red Butte Garden Concert Series Lineup** page (see below).
- Find the concert you'd like to see and click the On Sale Date/Get Tickets button.

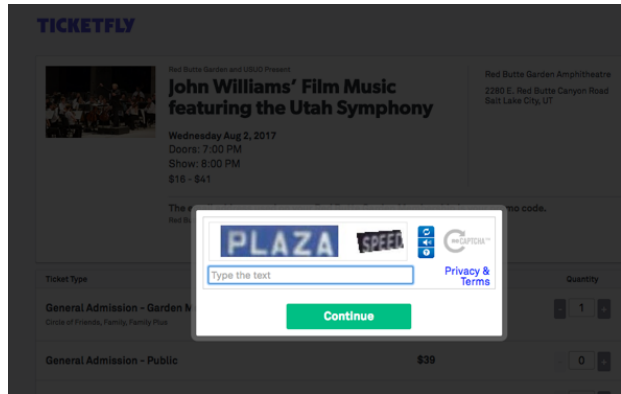
Date	Event	Doors / Show	On Sale / Price
TUE 5.23	JETHRO TULL BY IAN ANDERSON	Doors: 6:30 pm / Show: 7:30 pm	On sale 4/24 to Members, \$/1 General Public \$55.00 - \$62.00
FRI 6.2	TREY ANASTASIO BAND - PAPER WHEELS TOUR	Doors: 6:00 pm / Show: 7:00 pm	On sale 4/24 to Members, \$/1 General Public \$45.00 - \$52.00
SUN 6.4	TAJMO: THE TAJ MAHAL & KEB' MO' BAND	Doors: 6:00 pm / Show: 7:00 pm	On sale 4/24 to Members, \$/1 General Public \$38.00 - \$45.00
SUN 6.18	DISPATCH: AMERICA, LOCATION 12 TOUR WITH GUSTER AND JAKE SHIMABUKURO	Guster, Jake Shimabukuro Doors: 5:30 pm / Show: 6:30 pm	On sale 4/24 to Members, \$/1 General Public \$48.00 - \$55.00
TUE 6.20	JASON MRAZ & HIS SUPERBAND	Doors: 6:30 pm / Show: 7:30 pm	On sale 4/24 to Members, \$/1 General Public \$65.00 - \$72.00

If you have logged in to Ticketfly correctly, you will see a Hello message with your name at the top left of your screen of the purchase window.

- **Garden Members:** Use the email address associated with your current **Garden-Flex level Membership or above** as your Promo Code. This allows you to participate in the Member-only presale AND get your discount.
 - Your Garden Membership must be **current** to participate.
 - If you are unsure of your Promo Code please email: memberships@redbutte.utah.edu a few days before tickets go on sale.
- After entering your Promo Code correctly, a price row with your Garden Member ticket price and ticket quantity purchase limit per concert will appear.
- Add the ticket quantity you'd like to purchase and then click Get Tickets.

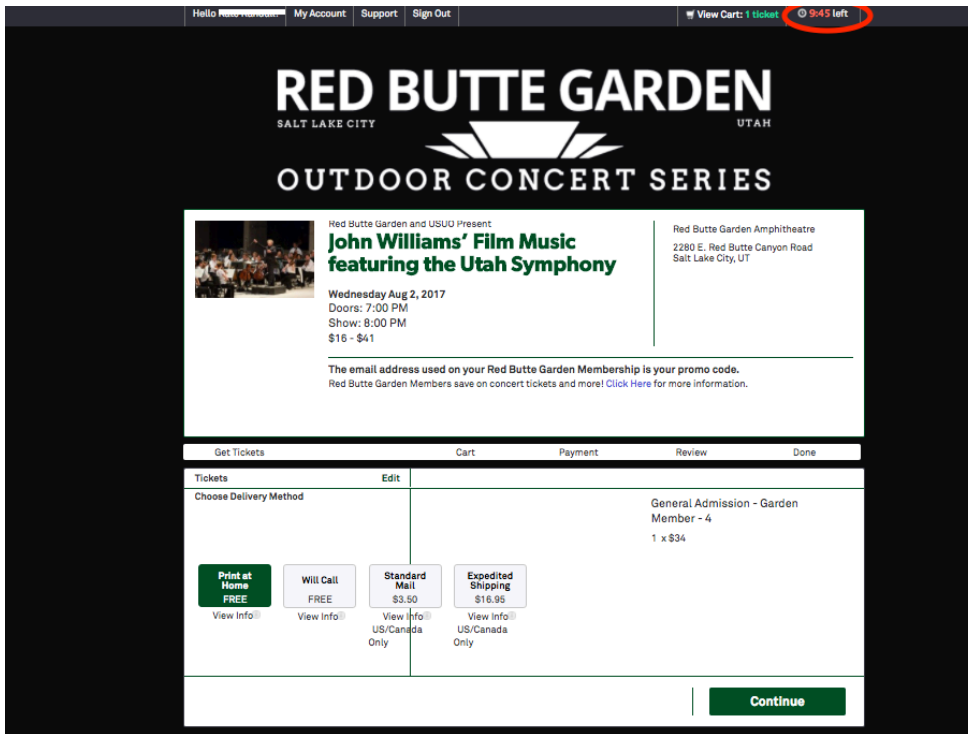


- Next, a CAPTCHA box will appear, type in the text provided to prove you're not a robot and then click Continue.

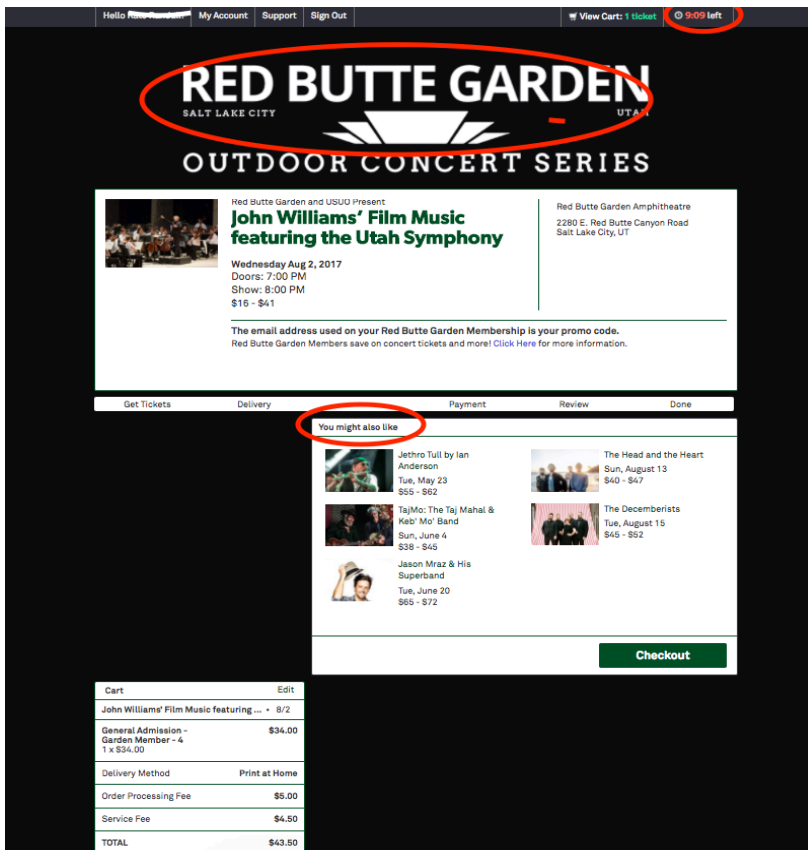


- Once you've entered the required text into the CAPTCHA Box, the purchase window will appear again.
- From here you will have **10-20 minutes** to complete your entire order before your cart times-out and releases your tickets. Keep an eye on the red countdown box in the top right corner of your screen.

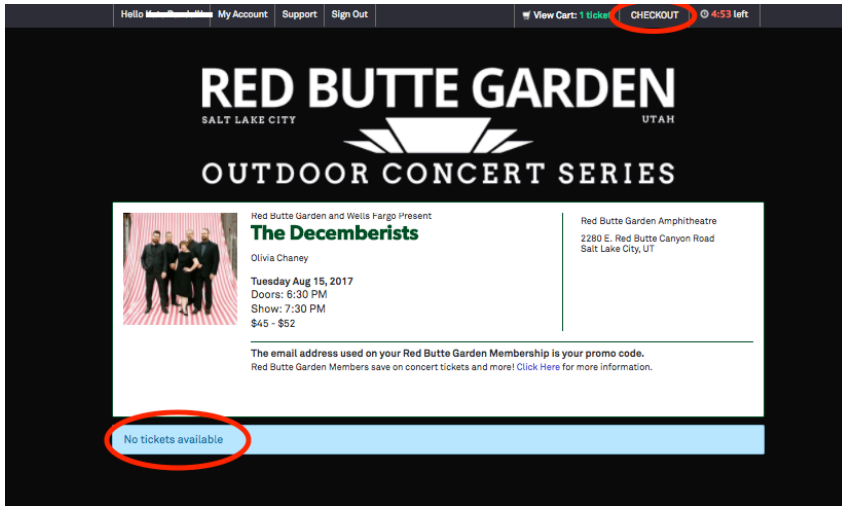
- Click on your preferred Delivery Method button and then click Continue.
 - **Print at Home:** Ticketfly will send you an email receipt with a **PDF attachment** of your tickets at the bottom of the email. Click on the PDF attachment and either download the PDF **OR** click and drag the PDF to your computer desktop to print your tickets at home – bring your printed tickets to the concert with you.
 - **Will Call:** Tickets may be picked up in advance at the Red Butte Garden Visitor Center Box Office, or at the Amphitheatre Will Call booth after 4PM on the day-of-show. Tickets may only be picked up by the original purchaser with a photo ID.
 - **Mail & Expedited Shipping:** Your tickets will be mailed to the address you enter at Check Out. There is an additional fee for both.



- After selecting your Delivery Method you can click Continue to Check Out **OR** add more concert tickets to your cart.
- To add more concert tickets to your cart, click on the **Red Butte Garden Concert Logo** at the top of your screen which will take you back to the Main Red Butte Garden Concert Series lineup page.
- **OR** click on a concert date in the **You Might Also Like** section to add to your cart.



- If an event page says **No Tickets Available** that means that tickets are either not on sale yet or they are sold out.
 - **Please Note:** Because only a limited amount of tickets are available to every show, some concerts may sell-out quickly – sometimes in less than 5 or 10 minutes – yes it's true.
 - Garden Membership does not guarantee concert ticket availability.



- **Remember** - you will have **10-20 minutes** to complete your entire order before your cart times-out and releases your tickets. Keep an eye on the red countdown box in the top right corner of your screen.
- **When finished selecting concert dates, fill out your Credit Card info and Check Out.**
 - Enter your credit card info and then click Continue to get to the Check Out page.
 - **Please Note:** If you did not log into your Ticketfly account first, you will be prompted to log in before your credit card info will be accepted.



- **Still need help?** Check out the How-To-Buy video on our website at: www.redbuttegarden.com/how-to-buy-tickets
- If you are unsure of your Red Butte Garden Membership Promo Code, please email: membership@redbutte.utah.edu a few days before tickets go on sale.