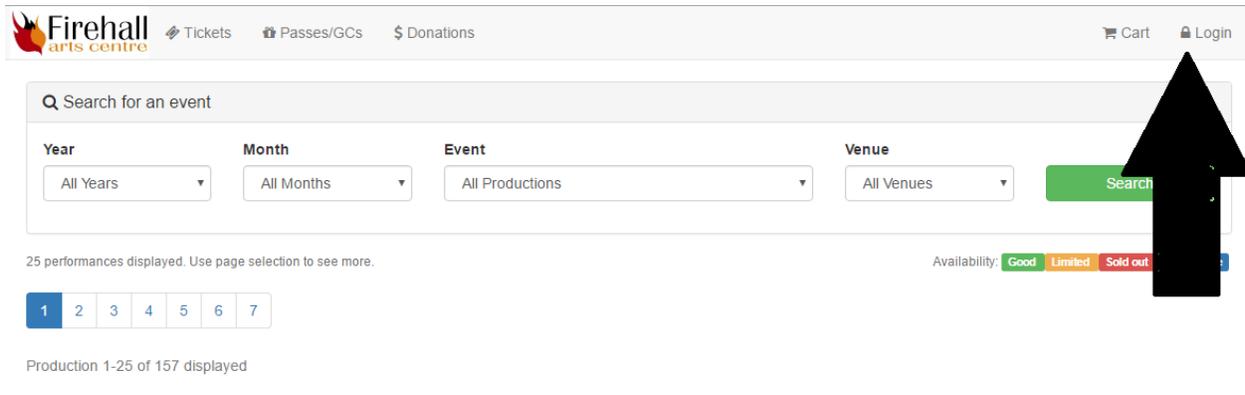


# How To Book Tickets Online Using Your Pass (*it's easy!*)

You can use your pass to book your tickets quickly and conveniently using our online ticketing site. Here's a quick rundown on how to do it:

**Step 1:** Head to [tickets.firehallartscentre.ca](https://tickets.firehallartscentre.ca) using your internet browser. Select the "Login" tab at the top-right corner.



**Step 2:** If you have an online account with us already, enter your login information and sign in.

If you do not have an online account with us, click the "New Patron" button and enter the required information. Once you have created a profile, **call the Firehall Box Office** so we can quickly connect your online profile to your pass on our end.

**Step 3:** Now that you're logged in, select the "Tickets" tab and begin shopping for tickets as you normally would: select the performance you wish to attend, followed by the seats you want to book, and lastly the prices that best suit you. Proceed to your shopping cart.

**Step 4:** At the shopping cart window, you will notice a new button: "Redeem My Passes/Gift Certificates". Click that button!

## Shopping Cart #74290

Tickets have been placed on hold.

**Donate**  
Please consider making a donation. Firehall Arts Centre and your donation is completely deductible to the full extent of the law.

Item	Qty	Description	Total	Remove
Tickets	1	Stranger to Hard Work on Saturday October 14 in the Firehall Arts Centre/B/14 Adult	40.00	
GRAND TOTAL (including applicable taxes)			\$40.00	<a href="#">Remove</a>

[Checkout & Pay](#) [Continue Shopping](#) [Redeem My Passes/Gift Certificates](#) [Mail Me My Tickets](#)

[Add Coupon](#)

If you wish to purchase another ticket, membership or make a donation, select from the menu options at the top of the window.

**Step 5:** You will see your valid passes listed here. Next to each valid pass is an “Apply to Cart” button. You can apply your passes as necessary to your ticket order by pressing the “Apply to Cart” buttons.

## My Passes/Gift Certificates

Your available membership for redemption are listed below.

Passes or Gift Certificates displayed below are associated with your account and may be applied to purchases in the cart. The list only includes items that you purchased (for yourself or as a gift) and might be able to:

- Apply a Gift Certificate as a payment of the order balance
- Redeem a Pass for applicable tickets

Description	Expiry	Original Amount	Qty	Remaining Amount	Qty	
Pass # 3660 *Free 4 Pack - 2016/2017	Jun 30, 2017	0.00	4	0.00	2	<a href="#">Apply to Cart</a>

If you received a gift certificate or pass applicable for Firehall Arts Centre from somebody else that is not listed above -and- you know **both the control number and personal redemption code**, you may be able to apply it to this shopping cart

[Use a Pass or Gift Certificate I've been given](#) [Return to Main Page](#)

**Step 6:** Applying your pass(es) to your ticket order will return you to your shopping cart. You will now see that all your tickets have been paid for! Select the “Go to Checkout and Make Payment” button and finish the checkout process. ***You’re done!***

If at any time something is unclear or not working as it should, please call us at 604-689-0926 or e-mail at [boxoffice@firehallartscentre.ca](mailto:boxoffice@firehallartscentre.ca) and we will set everything straight. Please note that this system only supports ticket purchases; to *exchange* tickets, you will have to contact the Box Office.