Purchasing W&M Arts Event Tickets

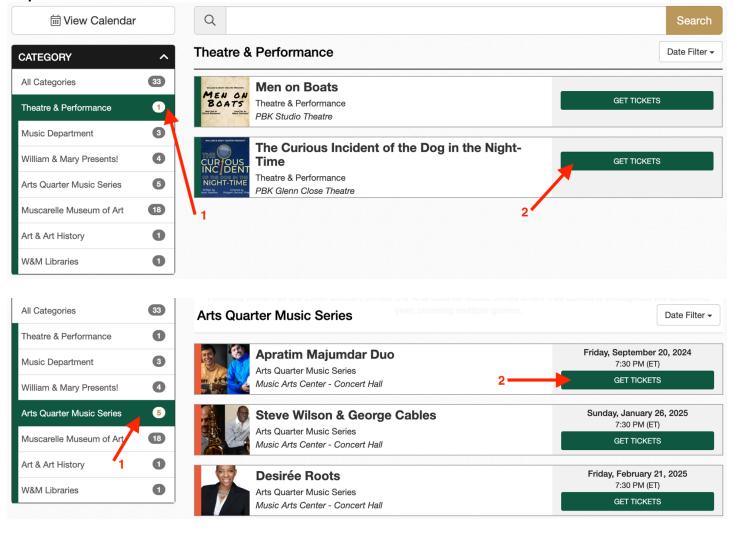
Patrons must create an account or log into an existing account to purchase tickets to any event. Event information and ticket availability for any event can be viewed without creating an account or logging in.

Step 1



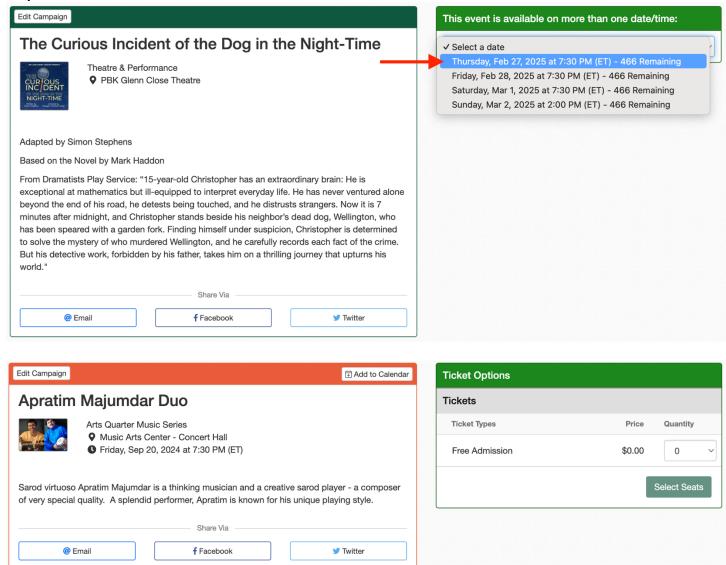
Log in to wm.universitytickets.com as your User Type, either Student/Faculty/Staff or General Public, using the Log In/Register drop-down menu on the top right-hand side of the screen.

Step 2

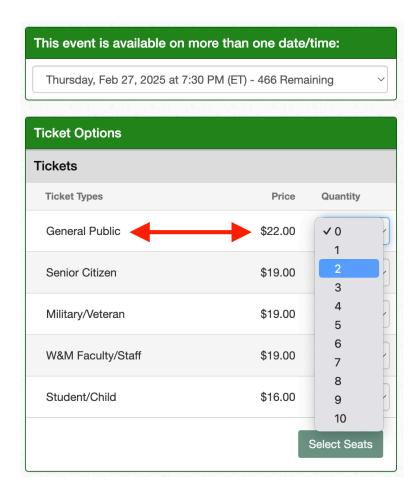


- 1. Once logged in, all Arts events will be shown on the home screen. To narrow down your search for events, select a Category on the left-hand side. Categories are organized by departments and event series types.
- 2. After selecting a Category, click the Get Tickets button next to the event you want to make a reservation for.

Step 3

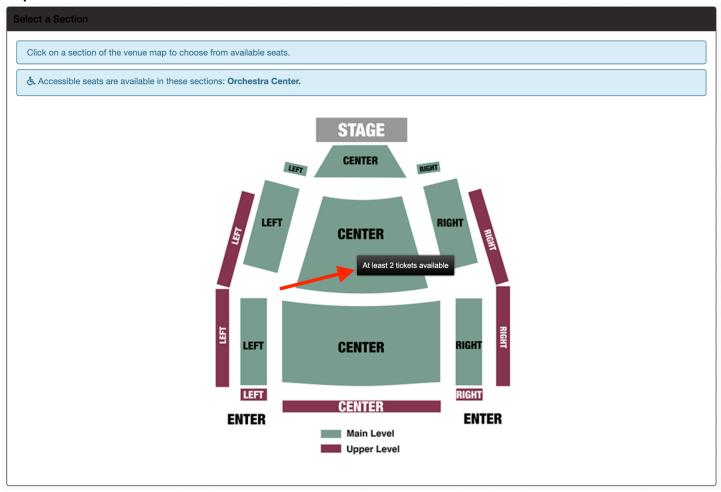


On the event page, there may be a drop-down menu on the right-hand side of the screen to select a date for your tickets if an event will run for multiple days. If so, select the date you want to reserve a ticket for to display the ticket type options.



Find the appropriate Ticket Type for your order and use the drop-down menu beside it to select a ticket. You may add tickets to multiple Ticket Types for an event at this time as well. Only ten (10) tickets of any type can be purchased at once per event. Group Sales tickets (not pictured) are available for most events and require a minimum of ten (10) tickets to be purchased at once per event. If you require ADA seating, select the number of tickets you need and proceed to the next step. Then click Select Seats on the bottom right-hand side of the Ticket Options section.

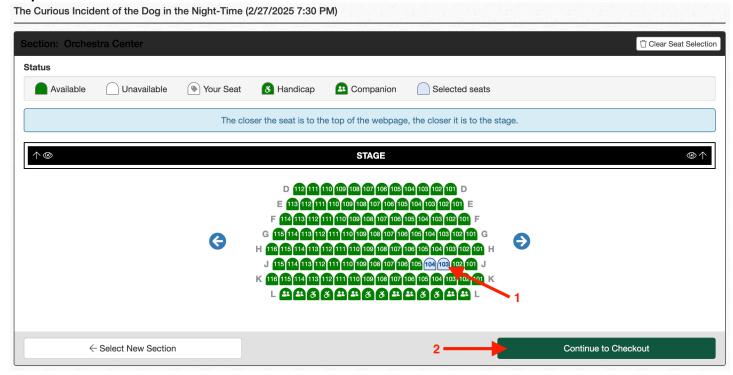
Step 5



Select the section you would like to be seated in. Hovering your mouse over any section will tell you if the number of seats your reservation requires are available in that section. If the number of seats you require are not available, the message when hovering over that section will show "Section is not available." A banner above the venue map will list where ADA accessible seating is located, though it is typically the central orchestra section. All available seating, including ADA accessible seating, can only be viewed after you have clicked on a section.

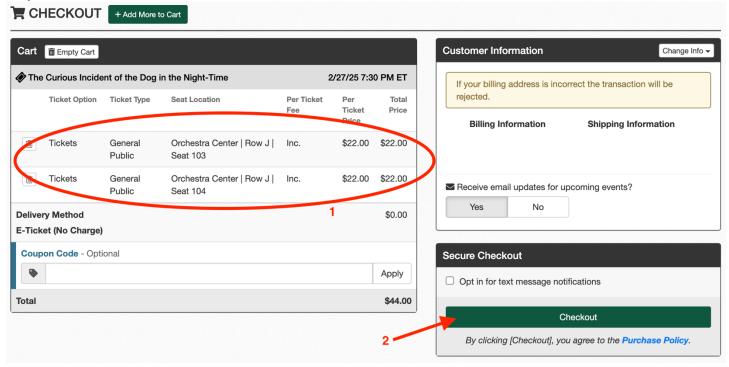
Please note that the interactive venue map is only available on a full-screen desktop view. When using a mobile device, a drop-down menu will appear at the top of the screen that will allow you to select a section, rather than clicking on the venue map.

Step 6



- 1. Once you have selected a section, click on any green seat to select it. There will be a tally in the bottom right-hand corner of the screen for the number of seats you have selected compared to the total number of seats in your reservation. You can click a selected seat a second time to deselect and choose a different seat. Available seats are green, unavailable seats are white. Your seat selections will be highlighted in blue.
- 2. After the total number of seats for your reservation have been selected, the tally in the bottom right-hand corner will become a button labeled Continue to Checkout. Click this button to proceed to checkout.





- 1. The next screen will show all tickets you have reserved for this transaction on the left-hand side. Confirm that you have reserved the correct types and numbers of tickets. If not, check that you have followed all steps to this point correctly. If so, and your ticket reservations are still not correct, please contact the Box Office at boxoffice@wm.edu for assistance.
- 2. Your Billing Information will automatically populate on all orders after creating an account, found on the top right-hand side of the screen. If it is no longer accurate, you can change it at this time. The website will hold tickets in your cart for twenty (20) minutes before releasing them for public sale again. Once you have confirmed everything is accurate, click Checkout on the right-hand side.

You will continue to the checkout screen where you will need to enter your card information. Proceed through the required information boxes, double check that your card information and details are correct, and then click Continue.

You will be redirected to a confirmation page where you can download and save your ticket. Your ticket will also be delivered to your email. Please save this email for your records. All ticket reservations can be found in the Your Orders tab in the drop-down menu attached to your name on the top right-hand side of the screen.