

**Do I have to create an account?**

Setting up an account allows you to purchase tickets that are available through stolaftickets.com.

**Am I supposed to use my email password when I set up my account?**

No, we are asking you to create a password that is specific to your account for stolaftickets.com.

**How will I get my tickets?**

There are two options for ticket delivery when purchasing through stolaftickets.com. If you have access to a printer, you can request that your ticket be sent to the email associated with your account. The second option is to have your ticket held for you at will call. Will call will be open an hour before the concert and is generally located in the lobby or narthex of the concert venue.

**What do I do if I lose my tickets?**

Come to the will-call desk at the concert venue and we will have a list of everyone who purchased tickets through stolaftickets.com.

**Can I buy tickets at the door?**

If tickets are still available on the day of the concert, you may purchase them at the door. However, there is no guarantee that tickets will be available. Purchasing tickets in advance assures you of a seat.

**If I don't use the Internet to make purchases is there another way to get tickets?**

If tickets are still available on the day of the concert, you may purchase them at the door.

**Do you give refunds if I cannot attend the concert?**

No refunds are available.

**If the website indicates tickets are available through Ticketmaster or at the concert venue box office, are they also available through St. Olaf?**

No, if the concert venue is selling the tickets either through their box office or through Ticketmaster, St. Olaf will not have tickets available.

**Is my credit card information secure?**

Yes, in fact, your credit card information is never made available to our staff or to our ticket vendor. Secure software is used to protect this information.

**If I call the 800 number can they sell tickets to me?**

Tickets are only available through our website or at locations specifically stated on the website. We encourage you to enter your own information to ensure your credit card information remains secure and confidential. If you ask our staff to enter your account information into the stolafticket.com website, an additional \$5 service fee will be added to your charge.

**What does student pricing mean?**

Any person of any age who is a student at any school or institution qualifies for student pricing. This rate includes adult students and the student should be prepared to show a student ID.

**How can I get directions to the concert venue?**

The address and phone number of the concert venue are listed on the “event information” page on [stolaftickets.com](http://stolaftickets.com). We suggest you use a mapping program on the Internet to find the location or contact the venue directions.