

## Frequently Asked Questions

***Q: I've lost the email with general information about the recital. Where can I find this information?***

A: No worries! Please visit us at <https://www.elitedancestudio.net/elite-2018-winter-recital/> for information on the recital.

***Q: I need an active studio account with you to purchase through the Pre-Sale and I don't know how to check if I can log into my account, how can I do so?***

A: Please go to this site and try logging in. If you had your account set by the studio, your login is usually your email address. You can update / change your password and credit card details here as well: <https://clients.dancestudiomanager.com/elite-dance-studio/client/index.php?section=family>

***Q: Are there limits to how many tickets I purchase through the Pre-Sale?***

A: No there are no limits as to how many tickets you want to purchase. However it is first come first serve so once we sell out of Pre-Sale tickets, then you have to wait until General Ticket Sales start.

***Q: Is this assigned or general seating?***

A: The shows are assigned seating. For Pre-Sale tickets, seats will be assigned by Elite in order they were purchased, from best seats to great seats. Tickets will then be available for pick up at the North studio location (11756 95 St) starting Nov 28th. When General Ticket purchases are open through the Myer Horowitz or Ticketfly, you can choose your seats directly through their system.

***Q: I don't have a Visa or Mastercard to use for the Pre-Sale but I want to make sure I get the deal and best seats during this time. What should I do?***

A: You can purchase a Visa or Mastercard gift card and use this to do your purchase online.

***Q: Can I purchase in person or over the phone for General Ticket Sales?***

A: Although the pre-sale tickets are only offered online, the General Ticket Sales can be handled via phone or in-person as well as on-line through Ticketfly or the Myer Horowitz Theatre (email links and phone numbers will be posted on our website)

***Q: If I don't purchase tickets through the Pre-Sale, can I still get tickets for the show?***

A: Absolutely. The Pre-Sale is offered to provide you with a chance to purchase the best seats in the house at a discounted price. But there will still be many seats available once the Pre-Sale ends and General Ticket sales start.