

# Important Digital Ticket Information

## MOBILE TICKET DELIVERY:

Please review the following information for easy entry into the venue!

- Please download/open/save your tickets BEFORE you arrive to prevent delays entering the venue.\*
- WiFi or data network access is necessary to open your tickets for the first time.
- Your mobile tickets will be scanned directly from your mobile device. Do not print your tickets.
- Please be sure your screen brightness is set to full strength BEFORE you arrive at the entrance.
- If your mobile screen is cracked or you have a “privacy screen protector,” your tickets will not scan. Please visit the Box Office to have your tickets reissued.

**\*MORE INFO** - Your tickets were issued from [mob.bounce@metrotix.com](mailto:mob.bounce@metrotix.com) in both of the following formats. Please choose whichever you prefer:

- **PDF TICKETS**- Your mobile device must have a PDF reader installed in order to view your tickets.  
OR
- **PASSBOOK TICKETS**- Download PKPASS tickets to save and view your tickets offline in Apple Wallet on iPhone or Google Pay on Android.
- If you need assistance, representatives are available to assist you daily from 9am-9pm at (314)534-1111 or (800)293-5949 or [online@metrotix.com](mailto:online@metrotix.com).

---

## PRINT-YOUR-OWN TICKET DELIVERY:

Please review the following information for easy entry into the venue!

- Tickets must be downloaded and printed BEFORE you arrive to prevent delays entering the venue.\*
- Print ONE ticket per sheet on standard 8.5x11 white paper.
- Your tickets may be printed in either black & white or color ink.
- Please be sure the printed barcode on each ticket is not distorted.
- Print-Your-Own tickets cannot be scanned from your mobile device.

**\*MORE INFO** - Your tickets were issued from [pah.bounce@metrotix.com](mailto:pah.bounce@metrotix.com) with a link to view and download your tickets.

- Print directly from your web browser or use Adobe Acrobat reader, version 4 or above, or a similar program to print your tickets.
- If you cannot locate your tickets in your inbox, please check your spam/junk folder.
- If you need assistance, representatives are available to assist you daily from 9am-9pm at (314)534-1111 or (800)293-5949 or [online@metrotix.com](mailto:online@metrotix.com).