



E-Ticket Information

How can I view my E-Ticket (PDF file)?

Within a short time of purchase you should receive an email from OutInCanberra containing individual E-Tickets in a PDF format - you will receive one attached PDF file for each ticket you have purchased. Print each attachment with Adobe Acrobat Reader version 6.0 or above (version 8.0 is recommended). If you have ordered more than one ticket they will appear itemised on the attached E-Ticket.

How can I use my E-Ticket to gain entry to the event?

Please print your E-Ticket and have it ready for inspection at the gate. Cardholder/biller must be present at the time of arrival and present his/her photo identification; Proof of age card, Driver's license, Student card and passport are all acceptable forms of identification.

Your E-Ticket will be scanned at the gate.

How can I protect my E-Ticket?

Please treat your E-Ticket as you would cash or any other valuable. If there are multiple copies of any E-Ticket, only the first copy scanned on arrival at the event will allow the bearer entry. Thereafter, any additional copies scanned by a turnstile attempting to gain entry to the venue will result in the system displaying the message 'Second Entry'. The person holding that duplicate copy will not be allowed entry to the event. Do not give copies of your E-Ticket to others.

What happens if I have a problem with my E-Ticket?

If you lose your E-Ticket you can either:

Reprint it

or

email us with an explanation and we will reissue your E-Ticket to the email address advised at the time of your purchase support@outincanberra.com.au. Put E-Ticket replacement as your subject line and be sure to advise all the details of your initial purchase (i.e. date of purchase, event, confirmation number and account number).

Please note, we are unable to mail your E-Ticket to you.

What if someone makes a copy of my E-Ticket?

You can make a back-up copy of your E-Ticket, however its unique barcode(s) allows one entry only per purchase. If multiple copies are made, the first person to arrive at the event with the E-Ticket will gain entry. Subsequent holders of your E-Ticket with the same barcodes will be denied entry.

If an ownership issue arises, you will be required to produce photo ID and the credit card used to make the booking to confirm your identity/seating entitlement. In this respect, you should only purchase an E-Ticket if you are planning to personally attend the event.

Do not purchase E-Ticket(s) from unknown parties - they may not be legitimate.