

## FREQUENTLY ASKED QUESTIONS FOR GARTH BROOKS ON SALE

### ***How can I make the on sale purchasing process as smooth as possible on Friday?***

- Pre-register/confirm your ticketing account now. By doing this prior to the on sale you will save time during the buying process. If you have ever purchased tickets through us (Rockets game or concert event) you have an account created. Please make sure you verify your login information before the on sale so
- The quickest way to secure the best seats is to select BEST AVAILABLE (as opposed to a specific location) when purchasing tickets. All seats are priced at \$74.98 no matter the location.

### ***What is the online waiting room (pre-queue )?***

- The pre-queue page is the online waiting room that opens at 9am on Friday, May 8th. It acts as a lottery and will put you in a random place in line for the on sale beginning at 10am. You may choose from any of the 8 shows listed.

### ***What happens once the waiting room ends and on sale begins?***

- You will be placed in a queue page beginning at 10am (on sale) for the specific show date you've requested and you should notice a running man image at the bottom of your screen that signifies how near/far you are from securing seats.

### ***What is the ticket price? Does that include taxes and fees? Is the ticket price the same for all seating locations?***

- The ticket prices are broken down as follows: \$61.18 + \$5.05 tax + \$8.75 service charge = \$74.98. All seating locations are the same price. Flash Seats will be the FREE paperless method of delivery offered.

### ***Flash Seats?***

- The Flash Seats Marketplace will not be open for this show; therefore, you will not be able to buy or sell your tickets, however you will be able to choose Flash Seats as your method of delivery. For more information on Flash Seats, visit <http://www.flashseats.com/Default.aspx?pid=521&ss=0>.

### ***How long will it take to receive my tickets?***

- We urge fans to select Flash Seats as their method of delivery because it is FREE and within 48-72 hours, tickets should be delivered to Flash Seats accounts. If you choose to have your tickets printed, there is a \$30 fee and if you choose to have them mailed it will take up to 2 weeks to receive them.

### ***Can I purchase tickets from my mobile device?***

- We are encouraging fans to purchase by either calling 844-63-GARTH or online at [www.HoustonToyotaCenter.com/garth](http://www.HoustonToyotaCenter.com/garth). The pre-queue (waiting room) will not be featured on the Toyota Center mobile site or the mobile app and the process to purchase from a mobile app will be significantly slower than purchasing online via desktop computer or laptop.

### ***Can I purchase my tickets in person?***

- Based on availability, the Toyota Center Box Office will sell tickets beginning Monday, May 11 at 9am if you choose to purchase in person.