

# TeenTix Arts Partner Ticket Office FAQs



## WHAT IS TEENTIX?

TeenTix is a youth development nonprofit organization that has been making arts and culture accessible to teenagers since 2004! We work to break down barriers preventing teens from accessing art in our community, such as ticket or admission cost, not knowing where to look for events, navigating transportation around the city, and feeling insecure around arts-going if there's no one in their life already championing the arts.

Through our cornerstone program - The TeenTix Pass Program - teens can sign up for a FREE Pass (physical key-fob or digital, see examples on the following pages) that allows teenagers to purchase \$5 day-of event tickets at 70+ arts and culture organizations in the Pacific Northwest!

## WHY TEENS?

The arts sector needs audiences and teens need opportunities to explore new ideas and stories through the arts! All available research shows that tastes and habits take shape in adolescence and begin to calcify by our mid-20s. **Teens are natural explorers, eager for experiences that will help shape their identities.**

If we want adult citizens who are passionate about the arts, we must WELCOME teens into our community!

**" I'm currently leading the very organization (Jet City Improv) that TeenTix gave me the opportunity to be with. And that's TeenTix. It is an organization that is giving students and the youth the opportunity to take up that space, to be welcomed, to experience art/art venues that they never thought that they could be a part of "**

**-MARIO ORALLO MOLINARO  
(TEENTIX ALUMNI, EXECUTIVE ARTISTIC  
DIRECTOR OF JET CITY IMPROV)**

**"When going to a theater production isn't a big deal, just a bus ride and a \$5 investment away, it makes me really open to trying out a lot of plays and other arts events, especially ones that I wouldn't go to otherwise."**

**TEENTIX MEMBER**



**Who can use TeenTix?** Any teenager (13 to 19 years old) can sign up. Registration for a TeenTix Pass is FREE. We recommend they register online @ [www.teentix.org/sign-up](http://www.teentix.org/sign-up)! It takes about 2 minutes and can be done easily on any internet-enabled device or over the telephone: 206.233.3959.

**Who can conduct the ticket purchase?**

Only TeenTix members are able to purchase a \$5 ticket with their TeenTix Pass! Adults, grandparents, parents, older or younger siblings and friends can NOT purchase a ticket for the TeenTix member.

**What are the rules?** Any teen with a TeenTix Pass may purchase any available ticket for \$5 in person (or over the phone, or online, if your organization allows that) any time on the *day of the show/event* at our performance and film Partner Organizations. TeenTix admissions are \$5 any time at our museum Partners. Teens may purchase ONE ticket per Pass. Adults accompanying teens must pay regular prices (except on 2-for-\$10 Days—see below). Sales MUST be allowed via CASH at all times, but you may accept a card for the \$5 price (inclusive of fees).

**What are 2-for-\$10 “Companion” Days?**

On Sundays (at our performing arts and film partners) and Thursdays (at our museum partners), any TeenTix member may purchase an additional \$5 “companion” ticket. There are no restrictions on who may use the companion ticket – an adult can use it. The TeenTix member MUST pay for the ticket, adults are not allowed to purchase.

**If someone purchases or reserves a TeenTix ticket over the phone, how do I verify their membership?** TeenTix members know that they will be required to show their TeenTix Pass when they arrive to pick up their tickets. We recommend that you remind them of this during the purchase. Ticket offices are entitled to refuse entry to TeenTix members who do not bring their TeenTix Pass when picking up tickets.

**Are TeenTix “rush” tickets?** No. Your organization’s agreement with TeenTix stipulates that TeenTix tickets will be sold as soon as your ticket office opens on the day-of-show/event.

**What if we sell out in advance?** Do we need to hold tickets for TeenTix? No. If a show is sold out, then no TeenTix are available. You are not required to hold or allocate tickets.

**What if I want to sell a teenager a \$5 ticket, but they don’t have a TeenTix Pass?** Go ahead and sell them the ticket. Alternatively, they can sign up online using an internet-enabled device @ [www.teentix.org/sign-up](http://www.teentix.org/sign-up).

**What if the person using the pass doesn’t look like a teen?** Teens are instructed to bring either school or state identification with them when they use their TeenTix Pass, so feel free to ask for that ID anytime you’re unsure. A Middle School, Junior High, or High School ID should be considered adequate proof of age, even if it does not list the teen’s date of birth. Ticket offices are entitled to refuse entry to TeenTix members who do not bring proof of age eligibility to the ticket office window.



## WHAT YOU SHOULD HAVE AT YOUR BOX OFFICE:

1)

### BOX OFFICE



Teens know to be on the lookout for the "We Participate" sticker at your box office! Place it in the window, or in a clear acrylic stand. Let us know if you have lost track of yours or need a new one!

2)

A way to sell TeenTix tickets and track the volume to report back to TeenTix! Depending on your box office set-up, you can choose to sell TeenTix tickets out of a particular window, or cue line. Whatever works best for you!

## THE TEENTIX PASS LOOKS LIKE THIS:



All TeenTix Passes distributed after 2019 have a QR code unique to each TeenTix member\*. There is both a physical key-fob and digital TeenTix Pass.

### PHYSICAL:



### DIGITAL:



\*Currently, the TeenTix Pass will not be scanned at the time of the ticket transaction. Due to COVID-19, TeenTix is delayed in rolling out a scanning mobile app for your box office. Until otherwise notified, teens will simply need to show you their Pass as well as valid proof of ID (if requested) while purchasing a \$5 ticket.

### OLD VERSIONS:

*Note: All three versions of the pass are currently valid, but please help us encourage teens to transition to the new QR coded pass by re-registering at [TeenTix.org](https://teentix.org)*



**"This program has been an incredible blessing to me, my friends, and my family. As an aspiring artist, I have been able to be exposed to more art through TeenTix than I ever could have hoped to be due to my family's low income. I cannot thank you enough!"**

TEENTIX MEMBER



Questions? Get in touch! 206.233.3959 or [info@teentix.org](mailto:info@teentix.org).