

## TICKETING

### *I can't find my email confirmation, how can I access my tickets?*

First try searching for “Eventbrite” or “Fabulation” in your email’s search bar. When you find your ticket confirmation email, scroll all the way to the bottom to find the QR code. You may need to ‘tap to download’.

If you still can't find it, email [emily@carbondalearts.com](mailto:emily@carbondalearts.com) and we can resend the ticket confirmation email.

Remember if someone else bought your tickets, they may not be under your name or in your inbox. If all else fails, please visit the troubleshooting table in the Rec Center lobby.

### *I bought tickets for the wrong night, can I swap?*

Carbondale Arts is not handling any ticket swapping. If you are able to find another ticket holder, you may swap through Eventbrite. [Refer to this Eventbrite guide on how to transfer tickets](#). Beware of Facebook scammers!

### *Can I get a refund?*

Carbondale Arts does not offer refunds as this event is an essential fundraiser for the organization. As the show sells out each year, (re)selling tickets is easy to do.

### *Tickets are sold out online, can I still buy one?*

Sorry, the show is completely sold out! Keep an eye out for ticket release dates through our newsletter or social media, or sign up for a volunteer spot for next year.

### *My discount code isn't working, can you apply the member discount to my order?*

Discounts are only available for Carbondale Arts members during the presale. The presale is for general admission seats only - 100 tickets for both the Friday and Saturday shows.

## VOLUNTEERING

### *How many hours do I need to volunteer to gain access to the show?*

1 volunteer shift is all you need to get into the show, but don't feel like you need to stop there, we can always use a hand! That being said, we can only offer 1 ticket per volunteer, not per shift.

### *I would like to volunteer but there are no spots available, can I sign up for a waitlist?*

You can email [emily@carbondalearts.com](mailto:emily@carbondalearts.com). If something opens up we'll absolutely reach out but can't make any promises, especially as we get closer to the show. Thank you for your interest in helping!

### *I can't make my shift, how do I cancel?*

Please email [emily@carbondalearts.com](mailto:emily@carbondalearts.com) ASAP. If you can no longer make your volunteer shift, you will no longer be eligible to receive a ticket to the Fashion Show.

## ACCESSIBILITY

### *Is the event wheelchair accessible?*

Yes, the Carbondale Rec Center is wheelchair accessible. Please email [emily@carbondalearts.com](mailto:emily@carbondalearts.com) before the show if you need any other ADA accommodations.

### *I need special accommodations, who do I reach out to?*

Email [emily@carbondalearts.com](mailto:emily@carbondalearts.com) for parking or other accommodations.

