

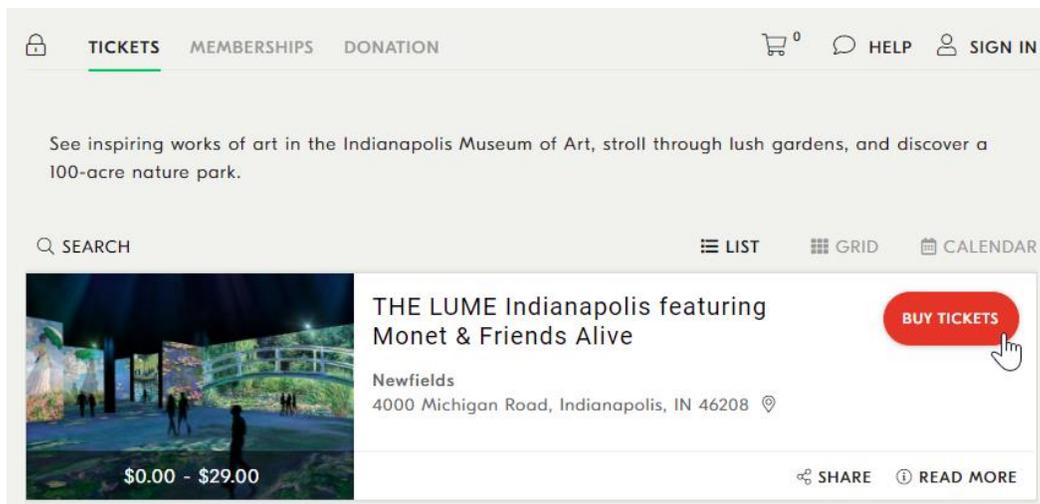
HOW TO REDEEM MY SEASONAL FLEX PASS A STEP-BY-STEP GUIDE

If you are having trouble redeeming your Seasonal Flex Pass tickets, use this step-by step document as your guide. These instructions describe the process for Seasonal Flex Pass holders to redeem tickets to *THE LUME Indianapolis*, *Harvest Nights*, or *Winterlights*. It is long but read it all the way through before you get started!

Keep in mind, this step-by-step guide is for you if you have already purchased your Seasonal Flex Pass.

Before you get started, you will only be able to purchase tickets that are on sale. *THE LUME Indianapolis* and *Harvest Nights* tickets are on sale now. *Winterlights* tickets go on sale October 20, 2022.

1. Go to discover**newfields.org**.
2. Click the orange "BUY TICKETS" button in the upper right corner.
3. Find the event for which you would like to redeem your Seasonal Flex Pass tickets.
4. Click the "BUY TICKETS" button.



5. Click "SIGN IN" in the upper right corner.
6. Login with the email and password you used when you purchased your Seasonal Flex Pass. If it is your first-time logging into the Newfields ticketing system, or you have before, but have forgotten your password, select "Reset Password" to set up a password on your account.

SIGN IN

Returning customers please sign in below

Email Address (Required)

Password (Required)

[Reset Password](#) SIGN IN

First time here?
Click below to register for a new account.

CREATE A NEW ACCOUNT

7. Now you are in your Newfields account.
- a. If you have an existing Newfields membership, you may see it in your account.
 - b. You will be prompted to select the subscription that you would like to use for the current transaction. Select your Seasonal Flex Pass from the list by clicking "USE NOW."
 - i. **Note:** You will only be able to use one 'subscription' either your regular membership or your Seasonal Flex Pass at one time.

SUBSCRIPTION INFO FOR SAMANTHA REMOVE

Dear Samantha, you have multiple active Subscriptions.
Please select the one you would like to use for this transaction.

Seasonal Flex Pass (3) USE NOW

Staff Membership (14) USE NOW

CONTINUE WITHOUT

If you do not have an existing membership in addition to your Seasonal Flex Pass, then your Seasonal Flex Pass will automatically be selected during the transaction.

8. Now it is time to select an available date and time for your visit.

1. SELECT A DATE

OCTOBER 2022

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

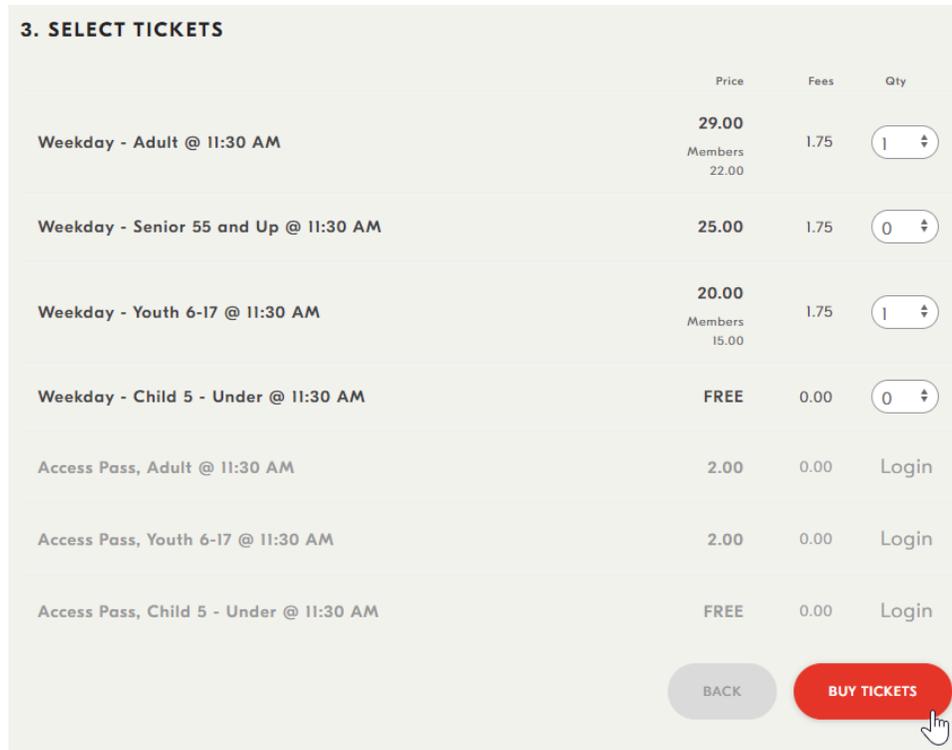
2. SELECT A TIME

Select A Time ...

Select A Time ...

- 11:00 AM - 10/27/2022
- 11:30 AM - 10/27/2022
- 12:00 PM - 10/27/2022**
- 12:30 PM - 10/27/2022
- 1:00 PM - 10/27/2022
- 1:30 PM - 10/27/2022
- 2:00 PM - 10/27/2022
- 2:30 PM - 10/27/2022
- 3:00 PM - 10/27/2022

9. From the list of available tickets on that date, select the quantity (Qty) for each ticket you would like to redeem.
 - a. Note: You will only receive Flex Pass prices on the number of Flex Passes you purchased. If you purchased one Seasonal Flex Pass, you will be able to select one ticket per event; *THE LUME Indianapolis, Harvest Nights, and Winterlights*.
10. Click "BUY TICKETS".



11. Now you are in your cart. You will see all tickets added to your cart. Scroll down to the light blue FLEX PASS section. You will see your validated tickets listed there.
 - a. At this point, the ticket price will be listed as full price. The prices will lower at check out.
12. Click the check box to the left of the tickets that you would like to redeem with your Seasonal Flex Pass.
 - a. Any additional tickets in your cart over the quantity of your Flex Pass allotment will cost the standard rate.
13. Select "APPLY TICKETS".
 - a. Now your balance should reflect your Flex Pass Tickets.

TROUBLE SHOOTING: Seasonal Flex Pass Tickets are only valid for certain days. If you selected peak days, you will not see tickets in your light blue FLEX PASS section. Peak days vary for each event. Seasonal Flex Pass excludes Fridays and Saturdays, 11/23-11/27, 12/15, 12/18, 12/19-12/26, and 12/30-1/1.

MY ITEMS (#10357877) CONTINUE SHOPPING ADD TICKETS ADD MERCHANDISE CANCEL

QTY	DETAILS	PRICE	FEE	SUB TOTAL
1	THE LUME Indianapolis featuring Monet & Friends Alive - Thu, Oct 27, 2022 Weekday - Adult @ 11:30 AM	29.00	1.75	30.75
1	THE LUME Indianapolis featuring Monet & Friends Alive - Thu, Oct 27, 2022 Weekday - Youth 6-17 @ 11:30 AM	20.00	1.75	21.75
			Cart Total:	52.50
			Shipping:	0.00
			Order Total:	52.50

Delivery By Email (0.00)
All Prices in USD.

Optional Promo Code APPLY

↓ You have flex pass tickets you can use. To use your flex pass, select any ticket from the list below and press *Apply*! You may select up to 3 tickets! You may select up to 1 ticket per event! UNLOAD

FLEX PASS #351144TRUC	TICKETS REMAIN: 2	TICKETS USED: 1
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<input checked="" type="checkbox"/>	THE LUME Indianapolis featuring Monet & Friends Alive General Admission - Adult 29.00	APPLY 1 TICKETS
<input type="checkbox"/>	THE LUME Indianapolis featuring Monet & Friends Alive General Admission - Youth 6-17 20.00	

14. Click the "CONTINUE" button to proceed to the Billing Info page.
15. Enter your billing information and acknowledge the Terms & Conditions.
 - a. You will have an opportunity to review your order on the next page by clicking the "CONTINUE" button.
16. Click the "BUY NOW" button to process a \$0 order for your Seasonal Flex Pass tickets.
 - a. **TROUBLE SHOOTING:** You may have a balance due. If you do, it is because you are purchasing more tickets than your Flex Pass includes, that is no problem! Just enter your payment information as you would a typical transaction.
17. DONE! We will see you at Newfields.