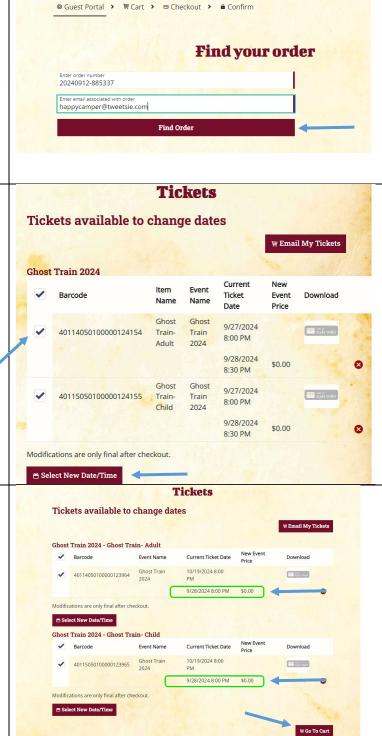
How to Exchange a Ticket that was Purchased On-line

This information pertains only to non-discounted tickets that were originally purchased on-line.

All Season Pass Holders or persons who purchased tickets over the phone or in person contact the Ticket Office at 828-264-9061, ext. 112 to exchange your tickets.

- 1. Click here to access the link for Online Ticket Exchanges.
- 2. Enter your order number, including dashes and your email address (this information can be found in your initial confirmation email).
- 3. Click "Find Order"
- By default all of the tickets in your order are checked. Click the "√" to deselect any tickets you do not want to exchange.
- 5. Click "Select New Date/Time".

- 6. Review the new date and time under each ticket.
- 7. Click "Go To Cart"



- 8. Complete the checkout process *(free of charge)* by following the prompts as you did when you initially purchased your tickets.
- 9. Look for a confirmation email with your new tickets attached. Your old tickets are no longer valid.