

Fans have the ability to purchase tickets in advance and online with GoFan Digital Huddle Tickets for all three days of the State Bowling Meet. Tickets are now on sale. Please make sure to click on the proper date when ordering your tickets.

GoFan Digital Huddle Link: <https://gofan.co/app/school/IA72010>

Class 1A- Monday, February 18<sup>th</sup>

Class 2A- Tuesday, February 19<sup>th</sup>

Class 3A- Wednesday, February 20<sup>st</sup>

By ordering tickets online, your state bowling tickets are delivered to your mobile device and validated onsite at the Cadillac Lanes site. **DO NOT VALIDATE OR REDEEM YOUR TICKETS PRIOR TO THE STATE MEET.**

State Bowling tickets will be validated beginning at 8:30 a.m. each day. There will be a specific entrance for fans that purchase State Bowling Tickets online.

Fans may purchase up to eight tickets on their mobile device.

Tickets for each session are \$10, plus a \$1.50 handling fee.

## **GO FAN FREQUENTLY ASKED QUESTIONS**

EMAIL: [service@gofan.co](mailto:service@gofan.co)

Phone Support: 678-679-7676

### **HOW WILL I RECEIVE MY TICKETS?**

- You will receive a confirmation email upon purchase with a "view tickets" button to access your tickets.
- You will receive a similar email one hour prior to the start of the event with the same "view tickets" button.

### **WHERE CAN I FIND MY TICKETS AFTER PURCHASE?**

- You can login to your GoFan account and click "my tickets."
- Locate your confirmation email and select "view tickets."

## **I DON'T HAVE A SMARTPHONE, BUT I WANT TO PURCHASE TICKETS TO A MOBILE ONLY EVENT.**

- Mobile only tickets must be presented on a smartphone for entry into the event.
- Unfortunately, if you do not have a smartphone to access your tickets, you will not be able to use GoFan for this particular event.
- You can always forward our confirmation email to another person you may be arriving with and access your tickets on their smartphone.

## **CAN I PRINT MY TICKETS?**

Tickets are "mobile only" which means you will need to present your tickets on a smartphone at the gate of the event for entry.

## **HOW DO I SHARE MY TICKETS?**

- Forward your ticket confirmation email.

## **I INPUT MY EMAIL ADDRESS INCORRECTLY, IS THERE A WAY TO EDIT MY INFORMATION?**

- Unfortunately, you cannot change your account information once it is created.
- Call our fan support team who will be able to resend your confirmation email to the correct address.
- For future purchases, build a new account using the correct email address.

## **I DID NOT RECEIVE MY CONFIRMATION EMAIL, WHERE CAN I FIND IT?**

- Sometimes, a spam filter will catch our confirmation email – the sender is [service@gofan.co](mailto:service@gofan.co)
- If you are unable to locate the email, our fan support team has the ability to resend your confirmation.

## **WHAT IS NEEDED AT THE TICKET GATE?**

- All you need to bring is the tickets on your smartphone that you purchased.
  - For a mobile only event, present your tickets on a smartphone.
    - As a reminder, mobile only tickets cannot be printed; you must present your tickets on a smartphone for entry.

### **I ACCIDENTALLY REDEEMED MY TICKET – WHAT CAN I DO?**

- Your ticket is not gone, it can be found on the "redeemed tickets" tab in your account.
  - There is a timestamp noting when the ticket was redeemed; if prior to the event, most schools will understand and allow you entry into the event.
  - There will be individuals at Cadillac Lanes to assist you if you are unable to redeem your tickets.

### **I AM UNABLE TO USE MY TICKET(S) – CAN I HAVE A REFUND?**

- Unfortunately, gofan has a no refund policy. Please reach out to our fan support team with any questions.