



LethbridgePresents  
discover your city

## Frequently Asked Questions

### **Q: What do I need to check out tickets?**

A: A valid library membership is required to check out tickets. Valid memberships include Lethbridge Public Library and Chinook Arch Regional Library System cards, as well as TAL (The Alberta Library) and ME cards. All existing library policies apply.

### **Q: Does the library card need to be in my name to check out tickets? Can I use my friend's or child's card?**

A: Tickets need to be reserved under the library cardholder's name. When you pick up the tickets, we will check that the name and library barcode number used to place the hold, or enter the draw, matches the name on the card being used to check them out, as we do with all other types of holds. When you are entering a draw, please use the full name that will be used to pick the tickets up.

### **Q: How do I reserve tickets?**

A: Depending on the ticket, they are reserved in different ways. Some tickets, like Hurricane tickets and SAAG passes, can be reserved through the same “hold system” used for books and movies. You will receive a “Hold Notice” via email when your tickets are available for pick-up. Tickets with very limited availability will be distributed via a draw system. If you do not have access to a computer or internet, or you just want assistance, please visit or call any of our customer service desks and our staff will assist you.

Details on how to access individual tickets available at: [www.lethlib.ca/lethbridge-presents](http://www.lethlib.ca/lethbridge-presents)

### **Q: How many tickets can I check out?**

A: You can check out tickets to a maximum of five different events/venues per month per library membership. This includes tickets won via a Lethbridge Presents draw. The number of tickets that can be checked out for each event/venue varies. Details on individual event/venue limits available at: [www.lethlib.ca/lethbridge-presents](http://www.lethlib.ca/lethbridge-presents)

### **Q: Where do I pick up my reserved tickets?**

A: Tickets that can be reserved through the “hold system”, like Bulls tickets, can be sent to any LPL branch or Chinook Arch library for pick up. Draw tickets must be picked at their designated branch, location information will be provided to the winner when they are notified.

**Q: Do my ticket holds expire?**

A: Yes, after 10 days your tickets will no longer be held for you and you will have to place another hold to get tickets.

**Q: What do I do with the ticket vouchers?**

A: Instead of tickets to a specific date, when you reserve through the “hold system”, you will receive ticket voucher(s). You will then have to take the voucher(s) to the event box office, where you will be able to pick the date that works best for you, dependent on availability.

**Q: Do tickets need to be returned?**

A: Tickets made available through draws and one-time use tickets (surrendered at the venue) do not need to be returned to the library. However, if you check out a ticket and realize before the event that you will not be able to use it, you are welcome to return it to the branch you borrowed it from and it can be checked out to another customer.

Multi-use passes, such as the SAAG passes, have a due date and must be returned. These tickets will appear as checked out on your library account like any other library material.

**Q: How can I see which events have available tickets through Lethbridge Presents?**

A: Find the most up-to-date event information at [www.lethlib.ca/lethbridge-presents](http://www.lethlib.ca/lethbridge-presents) . Some tickets are only available during certain seasons or all tickets may be reserved. Current events with available tickets will be featured at the top of the above webpage. New tickets are regularly released on the first of each month. Employees of Lethbridge Public Library must wait 24 hours after tickets are released before they can make reservations.

**Q: What are the restrictions on entering draws?**

A: A valid library membership is required to check out tickets – including tickets distributed by draw. You may enter each individual draw once. Some draws for ongoing events/venues are re-occurring, so you must re-enter for each new draw (i.e. once a draw is made, entries are discarded and the draw starts again). Check the website at [www.lethlib.ca/lethbridge-presents](http://www.lethlib.ca/lethbridge-presents) for detailed information on individual draws. You may enter as many draws as you wish, but overall checkout limits of 5 events/venues per month apply. Employees of Lethbridge Public Library are not eligible to enter draws.

**Q: How long do I have to pick up my tickets won in a draw?**

You have a maximum of 10 days to pick up your tickets won in a draw. You will receive notification of this date when you are notified that you are a winner.

**Q: Why will my name be published if I win a draw?**

A: By entering any of our draws, you agree to allow us to publish your name if it is drawn. Names of draw winners are publicized to protect the integrity of the draws – it verifies that tickets are won and shows that winners are chosen fairly.

**Q: Can I give my tickets to someone else or re-sell them?**

A: Some tickets may be transferred (non-transferable tickets will indicate so on the ticket), but cannot be resold or scalped under any circumstances. Loss of library privileges or criminal charges may result.

**Q: Can I donate tickets to Lethbridge Presents?**

A: We accept donations of tickets to events in Southern Alberta. Donations may be eligible for tax receipts. To donate tickets please contact Elisabeth Hegerat at [Elisabeth.Hegerat@lethlib.ca](mailto:Elisabeth.Hegerat@lethlib.ca) or 403-320-4187.

**Q: How else can I support this program?**

A: Lethbridge Presents accepts donations of tickets, as well as monetary donations to purchase tickets to events. If you wish to donate tickets please contact Elisabeth Hegerat at [Elisabeth.Hegerat@lethlib.ca](mailto:Elisabeth.Hegerat@lethlib.ca) or 403-320-4187. If you wish to donate funds please contact Terra Plato at [Terra.Plato@lethlib.ca](mailto:Terra.Plato@lethlib.ca).