

Georgia Festival of Trees 2023 Ticketing Volunteer Training

Ticketing is a fun, fast-paced area comprised of three functions: ticket sales, ticket scanning, and guest return entry.

Ticket Sales

- The Georgia Festival of Trees has contracted with FareHarbor for all our ticket needs. The ticket sales process is simple and can be completed in three easy steps.
- Using our ticketing mobile device and FareHarbor app, ticket sales representatives can easily select the number of tickets, total the transaction, and complete the transaction with a credit card.
- We are a cashless venue – if a guest insists on paying with cash, please contact guest services leadership to assist with the transaction.
- Guest service staff will be on hand to help with troubleshooting transaction issues that can occasionally occur at the point of sale.

Ticket Scanning

- Use our ticketing mobile device to scan a printed ticket or a digital ticket on a guest's device.
- Each ticket must be scanned, so digital ticket holders will need to scroll through each ticket to ensure it is scanned.
- If a ticket cannot be scanned or it says it has been scanned already, we ask that you contact a guest services leader to assist.
 - Please use the radio at the ticket counter and request assistance. The guest services leader will ensure the tickets are legitimate and will log the tickets for an accurate count and allow the guest to enter.
 - We want the ticketing process to be joyful and simple. If there is a problem, please help the guests feel at ease and assure them that we will take care of everything and get them on their way to the festival. **It is most important to have happy guests.**
- Once tickets are scanned, guests can enter the venue and enjoy the festival.



TICKETING



Guest Return Entry

- As guests leave the venue, they can request a hand stamp to regain access to the festival anytime during that day.
- Direct returning guests without a hand stamp to Guest Services for assistance.

Communications

- The ticketing area is located outside the main festival office and guest services area.
- Ticketing area will have a radio so they can easily reach Guest Services staff for assistance.