



## Online Ticket Purchase FAQ

### Why can't I view the online store?

This e-commerce website requires the free Macromedia Flash Player 8. If you do not have the Flash Player 8 and wish to download the latest version, or you are unsure what version of Flash you are currently using, please click [here](#). The minimum recommended screen resolution is 1024 X 768. The minimum recommended connection speed for dial-up modems is 56k.

### How do I print my ticket(s) at home?

Print@Home technology allows you to print your tickets from your computer printer and go straight to Midway's entrance.

- You must assign the name of the ticket holder to each Print@Home ticket before printing your tickets.
- You will be asked to register each ticket after the purchase is complete by clicking on the Print@Home logo on the order confirmation screen.
- If you do not know the name of the person(s) who will use the ticket(s), please wait to print the ticket(s).

### Why do I have to register each Print@Home ticket?

For security reasons, including deterring online fraud, each guest must show photo ID at the turnstiles matching the name that is printed on the ticket. Only young children without Student ID will be allowed entry without ID.

For organized groups only, tickets may be registered in the name of the group. The group leader may be asked for their photo ID.

### Can I change the registered name after a Print@Home ticket is printed?

It is not a problem if you have misspelled a name or need to change the name on a Print@Home ticket. Simply refer to your e-mail receipt and click the web link to the Print@Home site where you originally printed your tickets. Make the desired correction and reprint the ticket.

E-Commerce Technical Support is unable to change names on tickets under any circumstances.

### What if I cannot print my ticket(s)?

Please be sure to read your email receipt for complete instructions. If you have not yet assigned names and printed your tickets, please refer to your email receipt for instructions (which contains a link to the registration and printing page).

Please check your printer

- Check to make sure your printer is plugged in, properly connected and turned on.
- Make sure that all color and black ink cartridges contain ink and are working properly.
- If you are not sure that you have ink, please print a test page such as an email or a photograph.

If you are still unable to print your tickets, please go to the Ticket Booth at Midway on the day of your visit where they will be able to look up your order and print your tickets for you. You will need to bring the following:

- The credit card used to purchase your tickets.
- Photo ID.
- Your email receipt or your order confirmation number.

If you do not have your receipt or an order confirmation number, Guest Relations staff will still be able to look up your order and print your tickets but you must have Photo ID and the credit card that was used to purchase your tickets.

### What if I lose my Print@Home ticket(s)?

If you have lost your tickets, please reprint your tickets by following the instructions in your email receipt. If you do not have an email receipt, please go to the Ticket Booth at Midway on the day of your visit where they will be able to look up your order and print your tickets for you.

You will need to bring the following:

- The credit card used to purchase these tickets.
- Photo ID.
- Your email receipt or your order confirmation number.

If you do not have your receipt or an order confirmation number, Guest Relations staff will still be able to look up your order and print your tickets but you must have Photo ID and the credit card that was used to purchase these tickets.

**Can I pick up my Print@Home ticket(s) at Midway?**

A "will call" option is not available at this time; however, if you are unable to print your tickets, please go to the Ticket Booth at Midway on the day of your visit where they will be able to look up your order and print your tickets for you. You will need to bring the following:

- The credit card used to purchase these tickets.
- Photo ID
- Your email receipt or your order confirmation number.

If you do not have your receipt or an order confirmation number, Guest Relations staff will still be able to look up your order and print your tickets but you must have Photo ID and the credit card that was used to purchase these tickets.

**Do tickets have an expiration date?**

No.

**What is the refund policy for tickets?**

Tickets, season passes and vouchers are non-refundable.

**What if I made a mistake when ordering items from this site?**

Please note:

- Before you make your final purchase, carefully review your selections. We do not offer refunds for any tickets purchased online or at the gate.
- The ecommerce technical support agents cannot process a refund under any circumstances.
- If you made a mistake with the order, please contact Midway directly.

**What if I cannot find the help I need in the frequently asked questions?**

eCommerce Technical Support is available by telephone 24 hours per day, 7 days per week. Please call (407) 956-3549.

Please note that e-commerce technical support agents cannot:

- Provide Midway-specific information such as hours of operation.
- Provide detailed information about the entitlements associated with tickets and passes.
- Provide detailed information about events.
- Agents cannot approve or process refunds. Instead, please see the list of frequently asked questions regarding refund requests.

**For additional e-Commerce Technical Support, call (407) 956-3549.**