

Online Ticket Purchase FAQ's

Purchasing e-Tickets allows you to print your tickets from your computer printer and go straight to Midway's entrance.

What if I cannot print my ticket(s)?

- Please be sure to read your email receipt for complete instructions.
- 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 eTicket(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 eTicket(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.
- 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?

Please contact a Midway representative between the hours of 9:00am – 4:30PM PST at 619-398-8264.