



How to Use Your Flex Pass

A simple step-by-step guide for selecting performances, redeeming tickets, and checking your remaining balance.

1	Redeem from your confirmation email Click your voucher code and choose a performance.
2	Find your flex pass using your email at checkout Enter the same email address used when the pass was purchased.
3	Check your balance and redemption history View remaining uses and email yourself a usage report.

Before you begin: Keep the email address used to purchase the flex pass handy. It can be used to retrieve available pass codes at checkout and to look up redemption history.

1

Redeem from your confirmation email

After purchasing a flex pass, you will receive a confirmation email containing one or more unique voucher codes. Each voucher code appears as a clickable link.

Click the linked voucher code in the confirmation email. You will be taken directly to the eligible event listing, and the voucher code will already be applied.

Season 26 Flex Pass Package

Maggie Melody,

Thank you for ordering from The Velvet Paw Theatre Test.

Order - 46395348

Date: Wednesday, July 29, 2026 - 10:41 AM
Ordered:
Package: 1 x \$200.00 Season 26 Flex Pass Package: Flex Pass Package Ticket
Donation: \$0.00
Amount Paid: \$200.00

Redeem the following Coupon Codes for the events listed below

Coupon Code:
Season 26 Flex Pass Package [3KC46395348](#) - 100% off/Ticket

Included Events:

Holiday Party 2026
Life in Backcountry Indiana
Beyond the Stage
The Bravest Bug
Finding Home
Murder at Blackwell Manor

The voucher code is shown as a clickable link in the confirmation email.

Next, choose the performance date and time, select your seats, and continue to checkout. The flex pass will automatically cover the eligible ticket and any fees included with that redemption.

Helpful tip: Each voucher code can only be used according to the rules of the flex pass. Keep the confirmation email for future redemptions.

2

Use your email address at checkout

Use this option when you do not have the confirmation email or voucher code handy.

Add your preferred performance and seats to the cart. At checkout, enter the **same email address used when the flex pass was purchased**.

			SUBTOTAL	\$39.00
1	\$1.45	Credit Card Fee		\$1.45
1	\$0.30	Transaction Fee		\$0.30
			TOTAL	\$51.75

Credit card

Card number

1234 1234 1234 1234

VISA MASTERCARD DISCOVER

Expiration date

MM / YY

Security code

CVC

123

Reserve

Customer information

Orders are not final until you have clicked on 'Confirm order' below

Salutation

First Name

Last Name

Email

Phone

Company name (optional)

Who would you like to sit with? (optional)

Enter the email address associated with the flex pass in the Customer Information section.

A **Customer credits found** window will appear. Select the correct flex pass code, then click **Apply**.

Customer credits found

Flex Passes			Membership coupons	Gift Certificates
Name	Code	Applicable events		
WMW45818193 Flex Pass Night	WMW45818193	Murder at Blackwell Manor		
D2C46003183 Test Flex Pass	D2C46003183	Murder at Blackwell Manor		
CCX46009437 Test Flex Pass	CCX46009437	Murder at Blackwell Manor		
3KC46395348 Season 26 Flex Pass Package	3KC46395348	Murder at Blackwell Manor		

Choose the available flex pass that applies to the event in your cart.

3

Check your flex pass balance and history

At the bottom of the public ticketing site, click **Check redemption balance**.

Click here to resend tickets • Check your gift card balance • Check redemption balance



Look for the Check redemption balance link in the footer of the ticketing site.

On the redemption page, enter either:

A	Your voucher code
B	The email address used when the flex pass was purchased

Then click **Check Redemptions**.

Check flex pass redemptions

Find your flex pass redemptions by entering your voucher code or your email address below.

Voucher code or e-mail



CHECK REDEMPTIONS



Enter a voucher code or email address, then select Check Redemptions.

Your redemption results

The results page shows the order number, purchase date, voucher code, number of redemptions used, number remaining, and the performances where the pass has already been redeemed.

Order ID: 45512502	Purchase Date: Apr 24, 2026	Vouchers: D2845512502	
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Redeemed: 0 | Remaining: 0

No redemptions found

Select Send Email to receive a redemption usage report.

Click **Send Email** to receive a detailed report at the email address associated with the flex pass. The report includes:

- The flex pass or package name
- All voucher codes included with the order
- Which vouchers have been redeemed and which remain available
- The original receipt and order details for reference

Troubleshooting: If no flex pass appears, double-check that the email address matches the one used for the original purchase. You may also try entering the voucher code directly.

You are ready to redeem your Flex Pass

Choose the method that is most convenient: click the voucher link in your confirmation email, retrieve your pass with your email address at checkout, or use the redemption balance page to review your remaining uses.

