

# How To Reserve Member Tickets Online

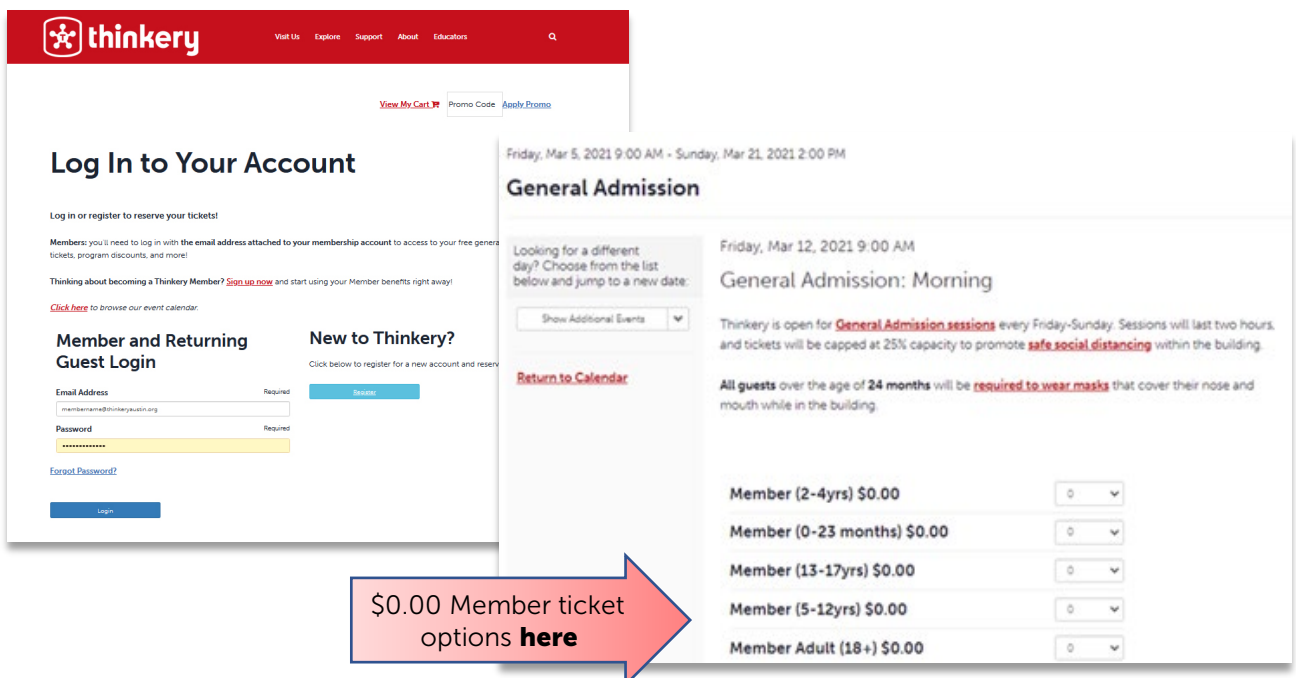
A step-by-step reference guide for Thinkery Members.



**Remember: capacity is limited and same-day tickets are not available online, so make sure to plan ahead!**

## Log in:

- Visit <https://thinkeryaustin.org/gettickets> and log in using the email address connected to your Membership account. ***You must use an email address connected to your Membership to view and reserve Member tickets.***
- After logging in, you'll be redirected to the Event Calendar. Select your preferred day and session time on the Event Calendar.
  - Members get access to tickets up to two weeks in advance.
- If you are correctly logged in, you should see \$0.00 Member tickets displayed (see example below)



The screenshot shows the Thinkery website interface. On the left, the 'Log In to Your Account' page is visible, with fields for 'Email Address' and 'Password'. On the right, the 'General Admission' page is shown for 'Friday, Mar 12, 2021 9:00 AM'. A list of ticket options is displayed, with the 'Member (2-4yrs)' option selected, showing a price of '\$0.00'. A red arrow points to this option with the text '\$0.00 Member ticket options here'.

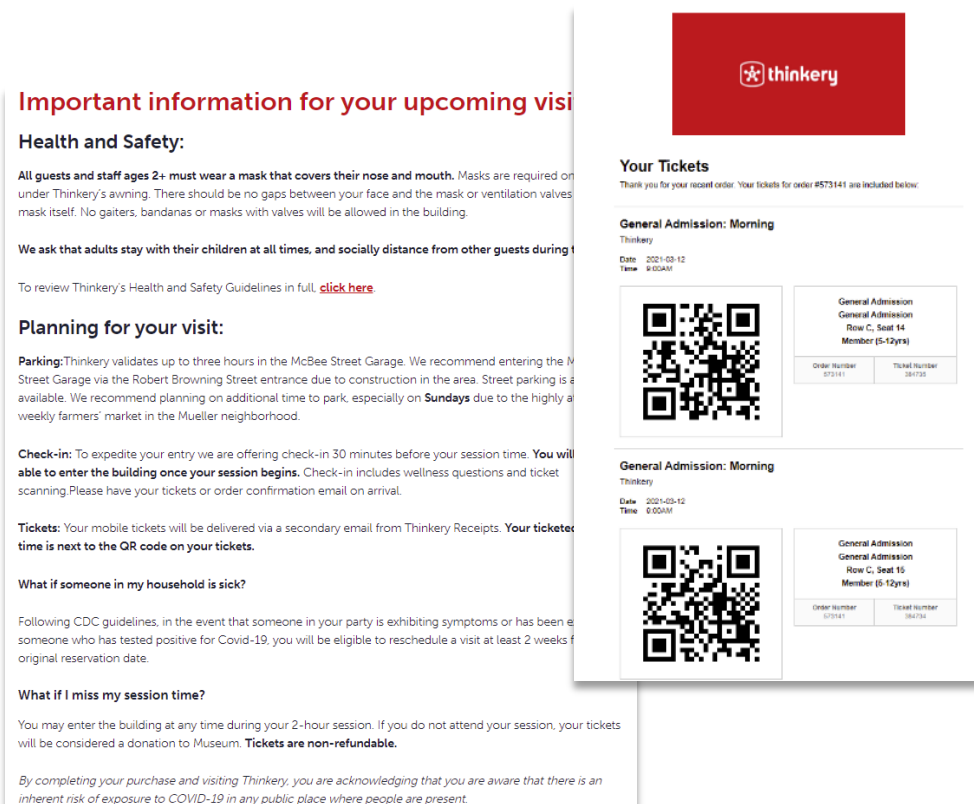
Member Category	Price
Member (2-4yrs)	\$0.00
Member (0-23 months)	\$0.00
Member (13-17yrs)	\$0.00
Member (5-12yrs)	\$0.00
Member Adult (18+)	\$0.00

## Reserve Member Tickets:

- Select Member tickets for the number of adults and children attending.
  - **Please note:** Your Membership includes limits on the number of tickets for visitors age 2+ you may reserve at a given time. You'll need to purchase Standard Tickets for any additional visitors over that amount.
  - Children 0-23 months are always free and do not count toward your Member ticket limit.
- Click 'Purchase' and continue through to the cart screen to complete your order
  - If you are within your Membership ticket limit, the total amount due should be \$0.00 for a General Admission reservation.
  - If you don't see the Member \$0.00 tickets, please contact us at [membership@thinkeryaustin.org](mailto:membership@thinkeryaustin.org) for assistance

## Confirmation:

- You'll receive a confirmation email immediately with more information regarding your visit and a second email with your Mobile Tickets within 30 minutes.



**Important information for your upcoming visit**

**Health and Safety:**

**All guests and staff ages 2+ must wear a mask that covers their nose and mouth.** Masks are required on under Thinkery's awning. There should be no gaps between your face and the mask or ventilation valves mask itself. No gaiters, bandanas or masks with valves will be allowed in the building.

We ask that adults stay with their children at all times, and socially distance from other guests during

To review Thinkery's Health and Safety Guidelines in full, [click here](#).

**Planning for your visit:**

**Parking:** Thinkery validates up to three hours in the McBee Street Garage. We recommend entering the M Street Garage via the Robert Browning Street entrance due to construction in the area. Street parking is available. We recommend planning on additional time to park, especially on **Sundays** due to the highly popular weekly farmers' market in the Mueller neighborhood.

**Check-in:** To expedite your entry we are offering check-in 30 minutes before your session time. **You will be able to enter the building once your session begins.** Check-in includes wellness questions and ticket scanning. Please have your tickets or order confirmation email on arrival.

**Tickets:** Your mobile tickets will be delivered via a secondary email from Thinkery Receipts. **Your tickets time is next to the QR code on your tickets.**

**What if someone in my household is sick?**

Following CDC guidelines, in the event that someone in your party is exhibiting symptoms or has been someone who has tested positive for Covid-19, you will be eligible to reschedule a visit at least 2 weeks from original reservation date.

**What if I miss my session time?**

You may enter the building at any time during your 2-hour session. If you do not attend your session, your tickets will be considered a donation to Museum. **Tickets are non-refundable.**

*By completing your purchase and visiting Thinkery, you are acknowledging that you are aware that there is an inherent risk of exposure to COVID-19 in any public place where people are present.*

**Your Tickets**

Thank you for your recent order. Your tickets for order #573141 are included below:

**General Admission: Morning**  
Thinkery  
Date: 2021-03-12  
Time: 9:00AM

QR Code: [QR Code]

General Admission  
General Admission  
Row C, Seat 14  
Member (5-12yrs)  
Order Number: 973141 | Ticket Number: 987324

**General Admission: Morning**  
Thinkery  
Date: 2021-03-12  
Time: 9:00AM

QR Code: [QR Code]

General Admission  
General Admission  
Row C, Seat 15  
Member (5-12yrs)  
Order Number: 973141 | Ticket Number: 987324

If you need to add an additional email address to your Membership account, please email us at [membership@thinkeryaustin.org](mailto:membership@thinkeryaustin.org). We'll need to create the additional login for you before it can be used to access your Member benefits.