How To Reserve Member Tickets Online


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)
Reserve Member Tickets:
• Select Member tickets for the number of adults and children attending.
  o 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.
  o 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
  o If you are within your Membership ticket limit, the total amount due should be $0.00 for a General Admission reservation.
  o If you don’t see the Member $0.00 tickets, please contact us at 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 the nose and mouth. Masks are required or under Thinkery's eXhibiting. There should be no gaps between your face and the mask or ventilation valve of the mask is present. 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 social distance from other guests during.
To reserve Thinkery’s Health and Safety Guidelines in full, click here.

Planning for your visit:
Parking: Thinkery validates up to three hours in the MoBee Street Garage. We recommend entering 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 central 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. Your ticket code is next to the QR code on your tickets.

What if someone in my household is sick?
Following CDC guidelines, the event that someone in your party is exhibiting symptoms or has had a COVID-19 test completed must provide proof of a negative test result from a medical provider within 72 hours of your visit.

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.

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