



Our New Concerts Page Frequently Asked Questions

Why have you changed the way you list concerts?

Our original website was developed in-house by one of our board members who has the coding skills to design and implement a website. While the website was custom designed to meet our needs, the reliance on one person to fix any problems and implement any new features proved to be a bottleneck, particularly if a problem arose with the website which prevented some or all of it from working correctly.

As a result, our board made the decision to outsource our concert listing and ticket purchasing to a company that is in the business of providing those features as a software package who can provide the support to fix any problems.

We recognize that the format of the new concert listings and ticket purchasing software is different than you are used to but it provides all the same features.

We have been converting other sections of our website to use other presentation methods and the concerts listing and ticket purchase areas are the last ones on the list.

Are there shortcuts to display the concert I'm interested in?

Yes there are several ways to narrow down which concerts are displayed.

- You will see a colored dot next to the name of each concert. A **red dot** indicates a Celtic Society concert, a **purple dot** indicates a St Mary's concert. You can click the Show link and select Society, St Mary's, or Show All to select which concerts you want to see.
- After you click on a concert, you will see links at the top of the page for the previous and next concerts (in date order). You can click on those links to go directly to the concert without going back to the full list of concerts

How can I purchase tickets on the new website?

1. Click the concert you are interested in. The concert listing will expand to list its full description and other information.
2. Click the Buy Tickets button. The available ticket type will be displayed.
If you are a member of the Celtic Society, you will need to login to see your discounted ticket prices. There is a login link next to the member ticket description, or you can go to [our membership portal page](#) and login there. This enhances the security of your membership information and ensures that only members can purchase discounted tickets
3. Fill in the number of tickets you want to purchase, the other requested information, and your credit card details.
4. Click the Buy tickets button again. If all the information is correct, you will see a confirmation message, and you will receive a confirmation email
5. If the confirmation email includes a QR code, you can bring it to the concert and we will scan it to check you in. If not, your name will be on the attendee list at the door and we will check you in that way.

Why is there a "booking fee" for non-member tickets?

We have charged credit card fees to non-members for many years as a separate line item when you purchase tickets. However, recent California state legislation requires that advertised ticket prices must include all fees up front. As a result the "booking fee" is the same as the credit card fees that have been charged separately up until now.

One of the benefits our members enjoy is that they do not pay credit card fees so the booking fee is not included in their ticket price. You may want to think about

becoming a member to avoid these fees and also support the society. Click [here](#) to become a member.

What is the "tax" amount I see on my purchase?

This only happens when the concert venue is in the City Of Santa Cruz. The City has a 5% Admissions Tax to be levied on any ticket sales at venues in the City. We collect it during ticket purchase and remit it to the City.

What happened to the receipt email I used to get from Stripe?

Our chosen software vendor submits credit card transactions to Stripe in a way that results in them not emailing a receipt.

In its place, they provide a feature that allows us to define and send a customized email allowing us to include information that Stripe could not include in their receipts, such as what time doors open, nearby parking, etc.

My question wasn't answered here, how can I contact you about it?

To send us an email, click the Contact Us link at the top of any page on our website, supply your name, email address and your question and select "Website" from the list of options for the Subject field.

We'll get back to you as soon as we can and possibly include your question in this document.