



Kitchener-Waterloo Symphony Purchasing Online Concerts Guide

[Kitchener-Waterloo Symphony: Purchasing Online Concerts Guide](#)

Please follow the steps below to purchase tickets to upcoming Reimagined: KWS Goes Online Season concerts.

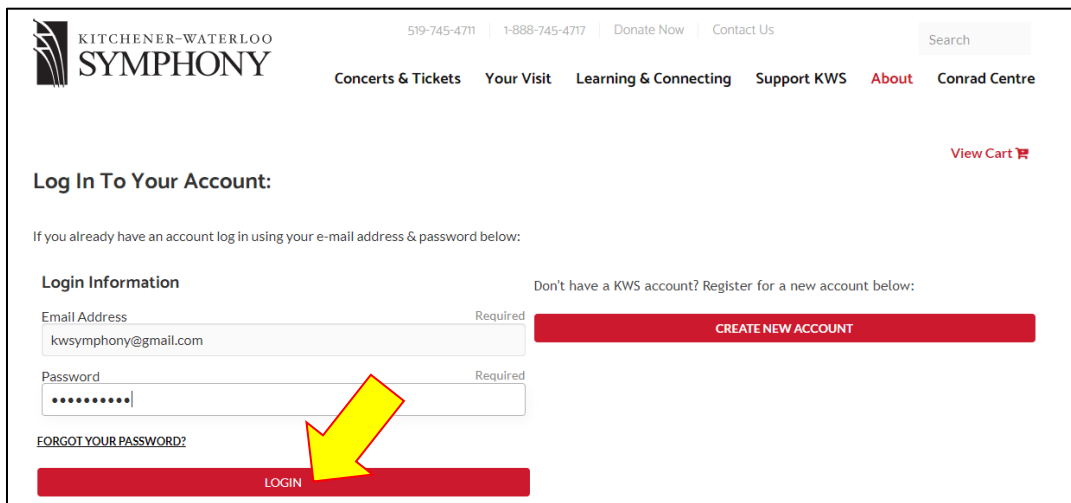
- A Google Chrome Internet Browser is recommended for the best purchasing and viewing results.
- If your screen looks different than the images below, you may need to clear your browser cache. Instructions for clearing a Google Chrome browser cache can be found [here](#).

Instructions for Purchasing Online Concert Tickets:

1. In a Google Chrome internet browser, go to <https://tickets.kwsymphony.ca/account/login>

Note: Descriptions for all Reimagined: KWS Goes Online concerts can be found on the KWS website at <https://kwsymphony.ca/seasons/202021/> and tickets can be purchased directly from each concert page as well.

2. Input your Login information & click the **LOGIN** button.



KITCHENER-WATERLOO SYMPHONY

519-745-4711 | 1-888-745-4717 | Donate Now | Contact Us

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View Cart

Log In To Your Account:

If you already have an account log in using your e-mail address & password below:

Login Information

Email Address Required
kwsymphony@gmail.com

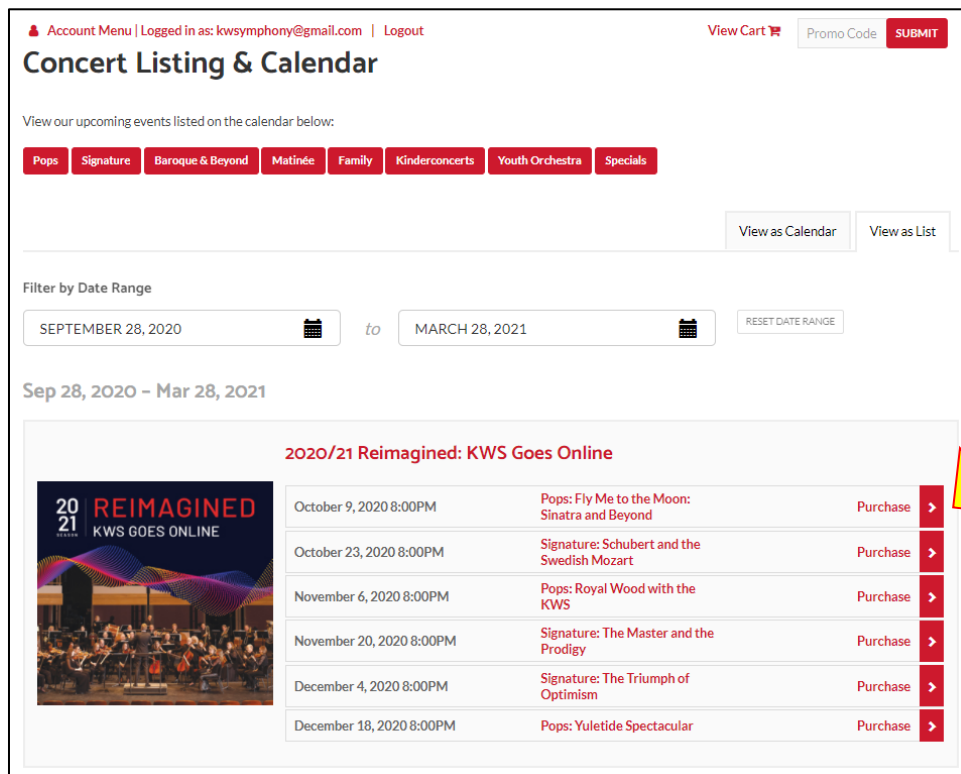
Password Required
.....

[FORGOT YOUR PASSWORD?](#)

Don't have a KWS account? Register for a new account below:
CREATE NEW ACCOUNT

LOGIN

3. Locate the concert you would like to purchase a ticket for & click **PURCHASE**.



Account Menu | Logged in as: kwsymphony@gmail.com | Logout

View Cart | Promo Code | **SUBMIT**

Concert Listing & Calendar

View our upcoming events listed on the calendar below:

Pops | Signature | Baroque & Beyond | Matinée | Family | Kinderconcerts | Youth Orchestra | Specials

View as Calendar | View as List


Filter by Date Range

SEPTEMBER 28, 2020 to MARCH 28, 2021

RESET DATE RANGE

Sep 28, 2020 - Mar 28, 2021

2020/21 Reimagined: KWS Goes Online

	October 9, 2020 8:00PM	Pops: Fly Me to the Moon: Sinatra and Beyond	Purchase	>
	October 23, 2020 8:00PM	Signature: Schubert and the Swedish Mozart	Purchase	>
	November 6, 2020 8:00PM	Pops: Royal Wood with the KWS	Purchase	>
	November 20, 2020 8:00PM	Signature: The Master and the Prodigy	Purchase	>
	December 4, 2020 8:00PM	Signature: The Triumph of Optimism	Purchase	>
	December 18, 2020 8:00PM	Pops: Yuletide Spectacular	Purchase	>

4. Select the ticket you would like to purchase by selecting one (1) ticket from the dropdown menu beside the price you wish to pay for the concert stream. Click [ADD TO CART](#) button.

The screenshot shows a user interface for purchasing concert tickets. At the top, there is a navigation bar with 'Account Menu | Logged in as: kwsymphony@gmail.com | Logout', 'View Cart', and a 'SUBMIT' button. The main heading is '2020/21 Reimagined: KWS Goes Online'. Below this, there is a section for selecting an event, with a dropdown menu set to 'Select Another Event'. A star icon is next to a paragraph of text: 'Multiple prices are available for purchasing online concert streams, to allow you to choose your price based on your current situation. When selecting your price, you might consider how many people in your household will be watching the stream, and what you might usually spend on attending a concert. Choose the price below that you wish to pay for this online stream.' Below this text is a list of five price options, each with a dropdown menu for quantity: 'Online Stream: Choose Your Price - \$100.00' (0), 'Online Stream: Choose Your Price - \$65.00' (1), 'Online Stream: Choose Your Price - \$40.00' (1), 'Online Stream: Choose Your Price - \$25.00' (0), and 'Online Stream: Choose Your Price - \$15.00' (0). A red 'ADD TO CART' button is at the bottom. Two yellow arrows point to the '1' in the \$65.00 dropdown and the 'ADD TO CART' button.

5. This will take you to your Shopping Cart. If you are ready to complete your purchase click the [CHECK OUT](#) button. Or if you wish to add another ticket to a different concert to your cart, click [CONTINUE SHOPPING](#) and repeat the steps above as needed.

The screenshot shows the 'Shopping Cart' page. At the top, there is a navigation bar with 'Account Menu | Logged in as: kwsymphony@gmail.com | Logout', 'View Cart', and 'Time remaining: 19:35'. A yellow box contains the text: 'You will have 20 minutes to complete your order!'. Below this, there is a section for 'Your current cart contents are listed below:'. The cart contains one item: 'Pops: Fly Me to the Moon: Sinatra and Beyond' for \$65.00. Below this, there is a table with columns for 'General Admission', '1 Item(s)', and '\$65.00'. At the bottom right, there is a summary table: 'Subtotal \$65.00', 'Order Fee (\$2/Order) \$2.00', and 'Total \$67.00'. Below the summary table is a red 'CHECK OUT' button and a 'Continue Shopping' link. Two yellow arrows point to the 'CHECK OUT' button and the 'Continue Shopping' link.

6. Your Order Summary will be displayed. Click the **BUY NOW** button to proceed to payment.

Account Menu | Logged in as: kwsymphony@gmail.com | Logout View Cart | Time remaining: 14:02

Order Summary:

Please confirm the information below & click *Buy Now* when you are ready to proceed to payment.

Important Note Regarding On Account Funds & Credits: Funds on your account due to COVID19 cancellations cannot be applied to online orders. If you wish to use on account funds, do not book your order online. Contact us at patronservices@kwsymphony.on.ca to book your order using on account funds. Funds cannot be applied to your order after it has been processed online.

Billing Information


KW Symphony
36 King Street W
Kitchener, ON N2G 1A
Canada
kwsymphony@gmail.com
(519) 745-4711
[Update Billing Information](#)

Shipping Method

Pick up at Concert
*After purchase Online Streamed Concerts can be found in your KWS online account, and will be available during the specified window. No tickets will be mailed & tickets are not available for pick-up.

No tickets will be mailed for any online concerts.

Pops: Fly Me to the Moon: Sinatra and Beyond \$65.00 X


 October 9, 2020 8:00PM

General Admission	1 Item(s)	\$65.00
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Subtotal \$65.00
Order Fee (\$2/Order) \$2.00
Total \$67.00

Apply Gift Certificate to Purchase:

Enter Gift Certificate #:
ex: 1A2B-123

BUY NOW 

7. A secure pop-up box will appear for you to enter your payment information. Once all necessary fields are filled, click **COMPLETE ORDER** to process your payment.

8. Once your payment is processed and your order is complete you will be taken to an order confirmation page and a confirmation e-mail will be sent.

Note: If you do not receive a confirmation e-mail, please check your junk mailbox.

9. A few days prior to the concert, you will receive a *Know Before You Go* e-mail from KWS with any further instructions and resources to get the most out of your viewing experience. If you have unsubscribed to KWS emails at any point, you will not receive this email.

Enter Your Payment Information

Name on Card required

Card Type required
- Choose a card type -
Card type is required.

Credit Card Number required
#####

Credit Card Expiration Date required
September 2020

CVV required
###

Card Billing Address

Street 1 required
36 King Street W


Street 2

City
Kitchener

Country
Canada

State/Prov
Ontario

Postal Code required
N2G 1A3



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