

How to Exchange a Ticket that was Purchased On-line

This information pertains only to non-discounted tickets that were originally purchased on-line.

All Season Pass Holders or persons who purchased tickets over the phone or in person contact the Ticket Office at 828-264-9061, ext. 112 to exchange your tickets.

1. [Click here to access the link for On-line Ticket Exchanges.](#)
2. Enter your order number, including dashes and your email address (*this information can be found in your initial confirmation email*).
3. Click "Find Order"

Guest Portal > Cart > Checkout > Confirm

Find your order

Enter order number
20240912-885337

Enter email associated with order
happycamper@tweetsie.com

Find Order

4. By default all of the tickets in your order are checked. Click the "✓" to deselect any tickets you do not want to exchange.
5. Click "Select New Date/Time".

Tickets

Tickets available to change dates

Email My Tickets

Ghost Train 2024

✓ Barcode	Item Name	Event Name	Current Ticket Date	New Event Price	Download
✓ 40114050100000124154	Ghost Train-Adult	Ghost Train 2024	9/27/2024 8:00 PM		
			9/28/2024 8:30 PM	\$0.00	
✓ 40115050100000124155	Ghost Train-Child	Ghost Train 2024	9/27/2024 8:00 PM		
			9/28/2024 8:30 PM	\$0.00	

Modifications are only final after checkout.

Select New Date/Time

6. Review the new date and time under each ticket.
7. Click "Go To Cart"

Tickets

Tickets available to change dates

Email My Tickets

Ghost Train 2024 - Ghost Train- Adult

✓ Barcode	Event Name	Current Ticket Date	New Event Price	Download
✓ 40114050100000123964	Ghost Train 2024	10/19/2024 8:00 PM		
		9/28/2024 8:00 PM	\$0.00	

Modifications are only final after checkout.

Select New Date/Time

Ghost Train 2024 - Ghost Train- Child

✓ Barcode	Event Name	Current Ticket Date	New Event Price	Download
✓ 40115050100000123965	Ghost Train 2024	10/19/2024 8:00 PM		
		9/28/2024 8:00 PM	\$0.00	

Modifications are only final after checkout.

Select New Date/Time

Go To Cart

8. Complete the checkout process (*free of charge*) by following the prompts as you did when you initially purchased your tickets.
9. Look for a confirmation email with your new tickets attached. Your old tickets are no longer valid.

