

ONLINE TICKET USAGE GUIDE

September 30, 2023

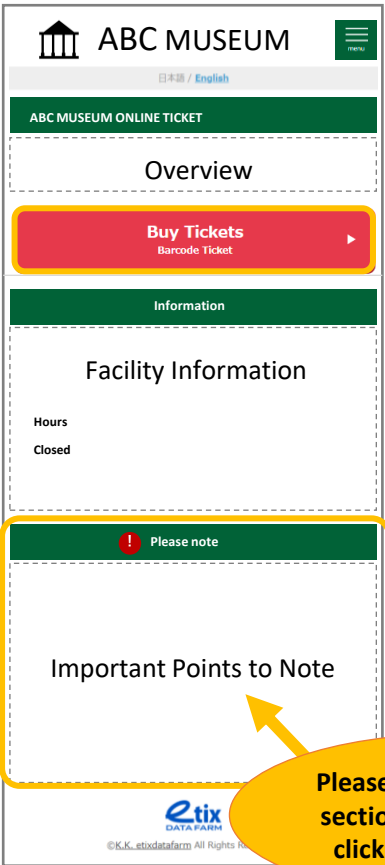
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ONLINE TICKET USAGE GUIDE

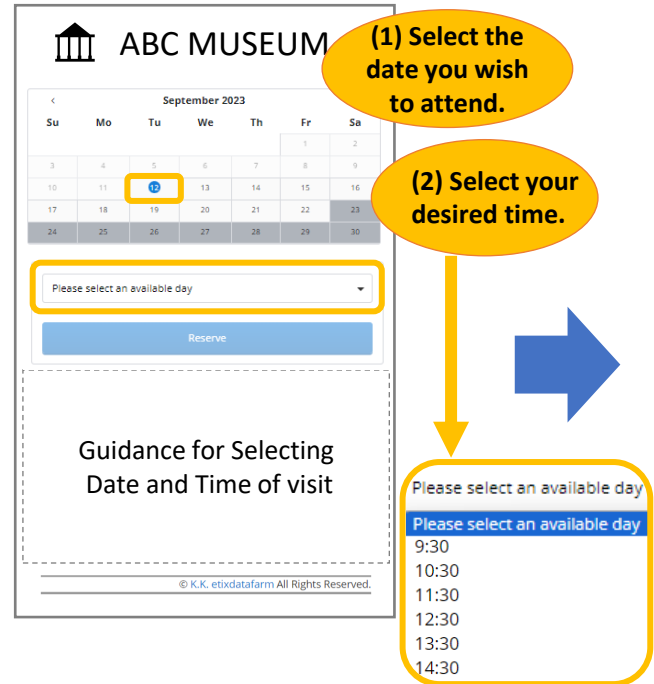
Applications & Purchasing Tickets (1 / 4)

1. Access the application page



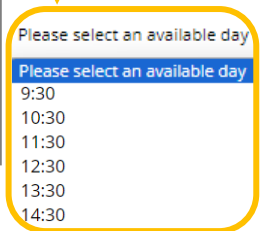
Please read through this section carefully before clicking "Buy Tickets"

2. Select the date and time you wish to attend (For shows without specific date and time options, the screen for step "3" will be displayed.)



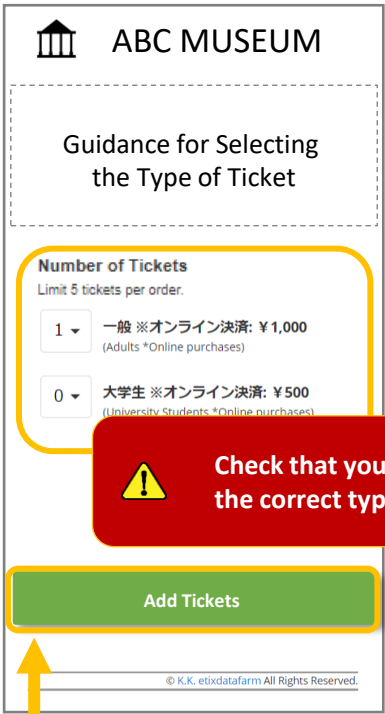
(1) Select the date you wish to attend.

(2) Select your desired time.



You cannot select dates and times that are either not yet released or those that have been sold out.

3. Select the type of ticket



Check that you selected the correct type of ticket.

When you click "Add Tickets", the ticket(s) will be reserved.

4. Confirm your application details and payment method

ABC MUSUEM

ADD MORE GUESTS

Shopping Cart

00:14:55 Please complete your purchase by the time shown or your tickets and items in your cart will be released for others to purchase.

The details of the ticket(s) you have selected will be displayed.

REMOVE

CLEAR GUESTS

Total: JPYxxx

Delivery Method

☒ CREDIT CARD + PRINT AT HOME

The payment method for this service is pay by credit card.

Continue

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Please make sure your application details are correct.

If you've made an error, you can either press "REMOVE" for each individual item or press "CLEAR GUESTS" and go through the application process again.

5. Enter your customer information

ABC MUSEUM

Reserve Order

The details of the ticket(s) you have selected will be displayed.

Shipping Address

email *

sample@gmail.com

Re-enter Email *

sample@gmail.com

Title/Salutation

Optional

First Name *

Last Name *

Street Address 2

Optional

Fields marked with an asterisk (*) are required.

Company/Group

Optional

Phone *

Numbers Only. No country code. No spaces or dashes.

Terms of Use for ETIX Online Ticket (Tokyo Zoo Online Ticket)

☒ (Required) I have checked the order details at the top of this screen, read all Terms and Conditions and agree to it before submitting the order.

*If the order details (ticket type, number of tickets, amount) are different, click "VIEW SHOPPING CART" at the top of this screen, then remove the incorrect selection and correct it.

*Submit the "Reserve" button will complete the order.

*For online payments such as credit cards, we will make an immediate payment after entering the payment information on the payment screen on the next page.

Reserve

Enter your phone number using half-width characters.

Be careful to enter your email address correctly.

- Is the address correct?
- Are all the characters half-width?
- Are there any unneeded spaces?

Be sure to select this check box.

6. Select the payment method

Continue from the next screen to enter billing information.

**Please do not use the "return" button of your browser. Your order may not be processed normally.*

**In the following cases, secured tickets will be canceled and voided.*

- If you cancel the payment after the next screen.
- If your input is incorrect and the payment processor notifies an authorization error.
- If you did not complete the payment procedure within 10 minutes time limit.

Please make your payment by **Sep 12, 2023 10:56:54 AM JST. If you do not make your payment in time, your order is subject to being voided.*

**The billing information is going to be sent and purchase completes once payment is submitted on the billing information input screen.*

**We do not accept cancellation or change after the purchase is settled.*

Continue

* In the case of a free ticket, no payment is required.

7. Enter your credit card information

Payment Details ⓘ

Card Type *

☐ VISA Visa ☐ Mastercard ☐ JCB

Card Number *

Expiration Month * Expiration Year *

Month Year

CVN *

This code is a three or four digit number printed on the back or front of credit cards.

12345678901234567890

Your Order

Total amount ¥xxx JPY

Cancel Pay

The CVN (Security Code) refers to the last three digits printed either at the top of the signature field on the back of the card or in another location, in addition to the credit card number.

8. Enter the 3D Secure password

*** This screen will only be displayed for customers who have registered for the 3D Secure authentication service.**

Added Protection

Please submit your Verified by Visa password.

Merchant: merchant.com

Amount:

Date:

Card Number: ***** 9010

Personal Message: Cardholder since 05/2000

Password:

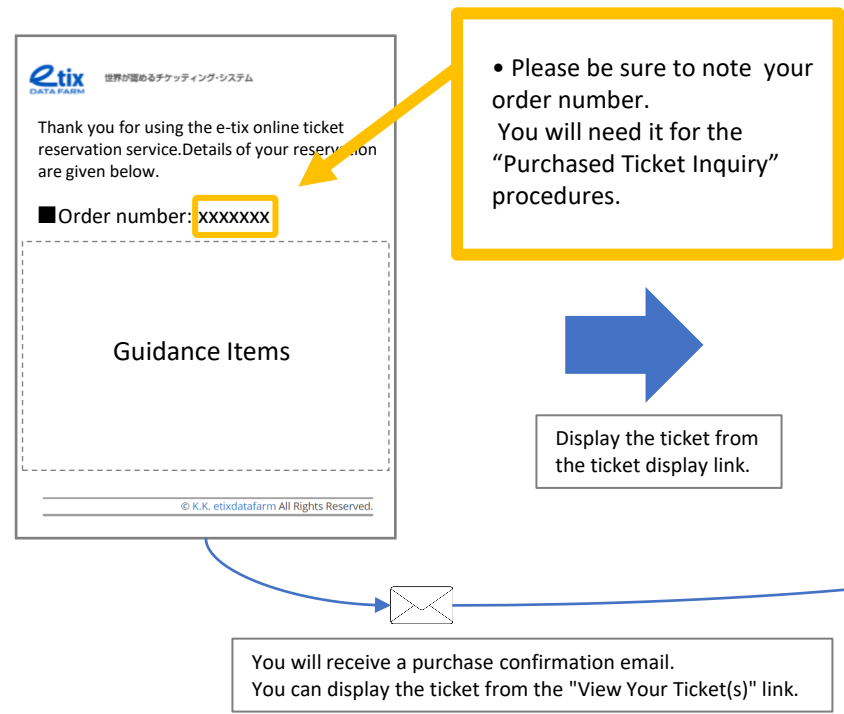
Forgot your password?

Submit

Help Exit

! If you have registered for 3D Secure (identity authentication service), please have the password you registered on the issuing card company's website or other platforms ready.

9. Application completion screen

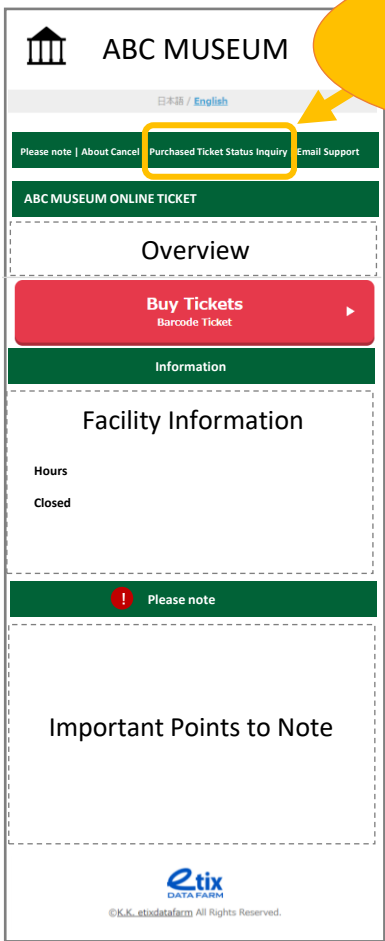


10. Ticket display



Confirming Purchased Tickets (1 / 1)

1. Access the confirmation page



To confirm the details of your purchased tickets, Click here.

2. Enter your application information

The screenshot shows the 'Purchased ticket status information' form. It includes instructions on how to use the form and a 'Ticket status inquiry' button. The 'E-mail address' field is highlighted with a yellow box. Below the form, there's a note about receiving a confirmation email and a link to 'View Your Ticket(s)'. The footer includes the etix logo and copyright information.

Be sure to enter your email address correctly.

- Is the address correct?
- Are all the characters half-width?
- Are there any unneeded spaces?

3. Ticket display



At the venue, please present the side of the ticket that has the QR code.

* Entry will not be permitted by just showing the purchase email or other documentation.

You will receive a confirmation email for the purchased ticket. You can display the ticket from the "View Your Ticket(s)" link.