



What is PrintPass?

PrintPass is the ability to print your own tickets on your own time from your own computer. No waiting for the UPS guy or the mail guy, get your tickets quickly and at your own convenience. And most importantly, it's an affordable shipping option!

How does PrintPass work?

When purchasing your tickets, make sure PrintPass is selected as the delivery option. At the completion of your purchase you will receive an e-mail confirmation. No less than 48 hours (although likely immediately) you will receive a separate e-mail with instructions and link to pickup your tickets.\*\*\***FOR HOTMAIL, YAHOO, OR OTHER FREE WEB BASED E-MAIL USERS, IF YOU CANNOT LOCATE THE EMAIL IN YOUR INBOX, PLEASE BE SURE TO CHECK YOUR JUNK OR BULK FOLDER BEFORE DELETING ANY OF THOSE ITEMS.**\*\*\*

Click the link from this email and enter the OrderID and Passcode given to you in the e-mail. You will be asked to either download or open a .pdf file containing your PrintPass order. The file downloaded will require a PDF file viewer such as Adobe Acrobat Reader. Adobe Acrobat Reader can be downloaded for free:

[http://www.adobe.com/products/acrobat/readstep2\\_allversions.html](http://www.adobe.com/products/acrobat/readstep2_allversions.html)

You can save the file to your computer and print later, or you can open the file and print immediately. You can also come back to this e-mail at your convenience, pickup and print the tickets. Take your printout to the venue and we'll scan you in! Do not forget to bring the PrintPass tickets to the 2008 Telluride Blues & Brews Festival!

What are the benefits to PrintPass?

Get your tickets within 24-48 hours. Don't worry about misplacing your tickets, print your tickets at your own convenience. And, it's the most cost efficient delivery option. It's the most environmentally friendly delivery method also.

Do I need a special computer program or printer to use PrintPass?

Yes, you will need 1) a printer. Either an ink-jet or laser printer (color or black & white) will print your PrintPass tickets. You must use plain white paper for best results. You will also need, 2) a .pdf file viewer, such as Adobe Acrobat Reader. You can download this for free: [http://www.adobe.com/products/acrobat/readstep2\\_allversions.html](http://www.adobe.com/products/acrobat/readstep2_allversions.html)

How do I get into the event with my PrintPass ticket?

You must take each ticket of your order to Telluride, where they will be scanned at the box office. Please treat your PrintPass like any other ticket...because it is!

What if I print multiple copies of my PrintPass or make copies of my PrintPass?  
Only the first copy of PrintPass presented at the box office will successfully scan and grant admission to the PrintPass holder, so keep your PrintPass safe and treat it like cash.

What if I do not receive the PrintPass e-mail or accidentally delete the e-mail?  
Please contact Blues & Brews Ticketing by phone 866-515-6166 or email [hello@frontgatetickets.com](mailto:hello@frontgatetickets.com) and you can have the e-mail receipt resent. **\*\*\*FOR HOTMAIL, YAHOO, OR OTHER FREE WEB BASED E-MAIL USERS, IF YOU CANNOT LOCATE THE EMAIL IN YOUR INBOX, PLEASE BE SURE TO CHECK YOUR JUNK OR BULK FOLDER BEFORE DELETING ANY OF THOSE ITEMS.\*\*\***

I received the PrintPass e-mail, but I cannot pickup the tickets?  
Please contact Blues & Brews Ticketing, either by phone 866-515-6166 or email [hello@frontgatetickets.com](mailto:hello@frontgatetickets.com) to verify your order ID and pass code.

I can't figure out how to view and / or print my tickets?  
Make sure you have the latest version of Adobe Acrobat Reader, which can be downloaded for free: [http://www.adobe.com/products/acrobat/readstep2\\_allversions.html](http://www.adobe.com/products/acrobat/readstep2_allversions.html)  
Make sure your computer has enough memory available - close all unnecessary programs that are running. If you continue to have problems, then please contact Blues & Brews Ticketing, either by phone 866-515-6166 or email [hello@frontgatetickets.com](mailto:hello@frontgatetickets.com)

My print toner is running out and the PrintPass looks faded, what should I do?  
Make sure your tickets are clearly printed to ensure fast and proper entrance at the gate. Do not copy or fax the tickets in any circumstance. All three barcodes on the PrintPass must be readable for admission to the 2008 Telluride Blues & Brews Festival!

My order is for 4 tickets; do I get 4 PrintPass e-mails?  
No, you get one PrintPass e-mail per order. When you pickup your tickets the file will contain each of the tickets in your order. Each ticket is one page. Print every page out and bring it to Telluride to get in to the 2008 Blues & Brews Festival!

Is it ok for me to buy a Blues & Brews PrintPass ticket from someone else?  
We highly recommend that you do NOT purchase a PrintPass ticket from a 3rd party. Only tickets purchased directly through Blues & Brews Ticketing are valid.

I ordered a 3-Day Pass; do I get 3 PrintPass tickets?  
No, you get one PrintPass ticket per 3-Day Pass. The 3-Day PrintPass will be redeemed for a wristband at the box office in Telluride. You must wear the wristband all weekend!

Can I print my PrintPass at a reduced or enlarged size?  
No, you must print your PrintPass at 100%. The download file is at correct size, so do not

make any changes in the Print dialogue window. It should be printed on a standard letter size sheet (8-1/2" x 11")

Can I cut my PrintPass?

No. Do not cut or tear apart any portion of the PrintPass ticket. PrintPass must be presented in full and complete state - do not rip, tear, or cut - it may be considered VOID.

I lost my PrintPass. I spilled beer on my PrintPass. My dog ate my PrintPass.

Treat your tickets with care - do not lose them. In the event that something happens and the ticket is destroyed, you may reprint your PrintPass at your own convenience. Please contact Blues & Brews Ticketing, either by phone 866-515-6166 or email [hello@frontgatetickets.com](mailto:hello@frontgatetickets.com) if you have further questions or concerns.

Do I have to get my tickets via PrintPass?

No, you may select UPS shipping for your ticket order and get your Blues & Brews Festival tickets the old fashioned way on commemorative ticket stock. Just select MAIL during your order. UPS is \$9.45 per order and you will get hard tickets printed and shipped to you.