

4TH ANNUAL
IN CONCERT WITH
HOPE

SATURDAY, JULY 23, 2022

MONTALVO ARTS CENTER






Tickets

Q: I purchased tickets to **In Concert With Hope** online – will I receive e-tickets, or will my tickets be mailed to the address I provided?

A: *You are added to our ticket database at the time of purchase and therefore do not need a physical or digital copy of a ticket. All you need to do is check-in at the registration table to verify your ticket purchase.*

To view or update your tickets after purchasing, log-in & click the profile icon on the top-right corner, and click MyTickets. The Ticket Manager window shows your tickets.

PROFILE MANAGER

-  Edit Profile
-  Purchase Tickets
-  My Tickets
-  Add Card
-  Logout

Q: I didn't get an email after I purchased tickets, now what?

A: *Please check your spam, junk, and other folders. The email was sent from our Ticketing platform, OneCause noreply@onecause.com, and not through Hope Services.*

Q: I purchased more than one ticket a while ago and now know my friends can join me. How do I get a ticket to my friend?

A: *When you purchased the tickets, one of the tickets was assigned to you. When you are ready to assign your additional tickets to someone:*

- 1. Go to our event webpage: [In Concert With Hope Featuring Tower of Power](#)*
- 2. If you are not logged on, click "Join Event" and enter your email address. It will then recognize you and ask for your password to complete your login.*
- 3. In the top right corner of the webpage, click on your profile icon and you will see an option to view "My Tickets"*
- 4. To assign one of the tickets, select the ticket, and enter your guests first and last name, email, and phone number. At the bottom of the screen, click the "Save" button.*

Q: How do I purchase tickets for someone else as a gift?

1. *A: Go to our event webpage: [In Concert With Hope Featuring Tower of Power](#)*
2. *Click the "Join Event" button.*
3. *Enter your email address and click Continue.*
4. *Enter your name and create a password that meets the listed criteria*
5. *Enter your mobile phone number and click "Create Account."*
6. *You'll be prompted to buy a ticket. Click the "Buy a Ticket" button*
7. *Indicate how many of each ticket type you'd like by clicking the plus and minus icons. Click Next.*
8. *Enter your credit card information and [promo code](#) (if applicable) and click "Pay". Your card will be charged immediately.*
9. *If you will be using one of the tickets to attend/participate in the event, select "Yes, I am attending". If all the tickets you're purchasing are for others to attend/participate in the event, select "No, these tickets are not for me".*

General Admission Day of Event

Parking

ALL GENERAL ADMISSION TICKET PARKING will be at West Valley College, Parking Lot 1. There will be no on-site parking at Montalvo, so proceed directly to West Valley (14000 Fruitvale Ave) The lot entrance is on Allendale Ave. Parking in lot 1 will be **FREE** for In Concert With Hope attendees. Please do not park in the neighborhood surrounding Montalvo.

FREE Shuttles to/from In Concert With Hope

All general admission guests will park for FREE and ride the FREE shuttle to/from Montalvo. There will be no on-site parking for general admission guests at Montalvo, so proceed directly to West Valley and use the free shuttle service to/from Montalvo Arts Center.

Planning to use Ride Share?

The road to/from Montalvo the night of our event will be restricted, therefore we ask that you plan to have your rideshare drop off & pick up at West Valley College, Parking Lot 1 and use the FREE shuttle to/from Montalvo.

Event Food & Drink

General admission guests will find a beverage bar including beer & wine, and a selection of gourmet snack and meal options for purchase from local food trucks; Adam's Grub Truck, Hongry Kong, and Cousins Lobster to enjoy on the West Lawn before the concert, and during intermission. Our vendors have generously decided to donate a percentage of their proceeds to Hope Services following the event.

If you have additional questions, please contact us at concert@hopeservices.org