



Purchase Faculty/Staff discounted Heritage Center tickets 2023-24

UNIVERSITY of DUBUQUE

1. Walk up to the Farber Box Office window in Heritage Center: (box office hours are Monday - Friday from 11 a.m. to 2 p.m. & 90 minutes prior to any ticketed event)
 - Come to the Farber Box Office window – first floor by the main entrance under the canopy. Please present your University of Dubuque ID to the ticketing assistant. (You must show IDPRIOR to final sale. We will issue no refunds.) You may put it ticket purchases on payroll deduction – until mid-September. Otherwise, we accept: Mastercard, VISA, or Discover/Cash/Check
2. Phone sales with the Farber Box office: (box office hours are Monday - Friday from 11 a.m. to 2 p.m. & 90 minutes prior to any ticketed event)
 - Call the box office number: #563-585-7469 and tell the ticketing assistant you would like to purchase tickets and you are a Faculty/Staff member of the University of Dubuque. You will be asked for some information to help identify you; have your id number ready. (You must inform the ticketing assistant PRIOR to final sale. We will issue no refunds.) Only credit payments are accepted via phone orders: Mastercard, VISA, or Discover.
3. Online: (24 hours/day and 7 days/week): www.dbq.edu/heritagecenter
 - Copy and paste the link above in your browser. Click on the tab on the left side of page: “Purchase Tickets” and then on the next page click the “Purchase Tickets” tab. On the sales page, click the “Sign In” link in the upper right corner. This will take you to a pop up to sign into an existing account. If you have not recently purchased tickets online – please put in your log in name (your dbq.edu e-mail) and click “Reset Password” and create a password. Choose the event you would like to purchase with the “Order Now” button. At the top of the page, you will be able to see your Faculty/Staff discount available – so please click “Use Now”. Pick your own seat(s) and checkout. You should now see your ticket discount.
 - You then must choose a delivery option:
 - Email/e-ticket (free)
 - Mail (\$5 fee)
 - Willcall (pick up the night of the event with a \$2 per ticket print charge)
 - To waive your online fees – YOU MUST USE “UDEMPOYEE” IN THE ENTER CODE BOX prior to payment! This is very important because we will not refund online fees. (Facility fees on rental events and ticket printing charges are NOT waived)
 - Online sales require you pay with a credit card (Mastercard, VISA, or Discover)
 - Finalize order (If you still do not see your discount or are being charged online fees – do not finalize and call the box office. Heritage Center has a NO REFUND/NO EXCHANGE policy. We will not give you a refund if you still purchase at full price.)