

FOR IMMEDIATE RELEASE
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Avoid Ticket Scams – Verified Ticket Purchases Only

Holland, MI – The Holland Civic Center Place is reminding future show and event attendees why it's important to purchase tickets from Ticketmaster, the official ticketing service provider for the Holland Civic Center Place.

"We want all of our potential ticket buyers to know that the only official, verified site to purchase tickets is at [Ticketmaster.com](https://www.ticketmaster.com), by phone at 1-800-745-3000 or at the Holland Civic Center Place Main Office. There are several online ticketing websites out there and we encourage all ticket buyers to watch the link they click on closely and look for the official Ticketmaster site which can also be found by going to our website, [civiccenplace.com](https://www.civiccenplace.com)," said Chris Hart, Executive Director of the Holland Civic Center Place.

Please use caution when purchasing tickets to events. Here are a few frequently asked questions to keep in mind when buying tickets online.

How can I ensure the tickets I purchase are legitimate?

The only way to ensure that the tickets you purchase are valid is to purchase them from the Ticket Office or through Ticketmaster. Three options to purchase include:

1. In person at the Holland Civic Center Place Main Office (M-W-F, 10am-2pm)
2. Ticketmaster charge-by-phone at 1-800-745-3000
3. Online at [Ticketmaster.com](https://www.ticketmaster.com)

I searched for "Holland Civic Center Tickets" on Google and clicked on the first result, was it your site?

Our website is [civiccenplace.com](https://www.civiccenplace.com) and the site to buy tickets for our venue is [Ticketmaster.com](https://www.ticketmaster.com). Many times, the first few results of a web search are "sponsored links," where broker/scalper sites pay the search engine to put their sites at the top. Many of these sites are meant to look like our official site.

I bought tickets from someone on Craigslist or StubHub. Are they going to work when I get to the event?

The answer is maybe. The original purchaser can reissue print-at-home tickets or have them reprinted, which would make the original tickets void. They can also photocopy the tickets and sell the same seat to multiple people. Whoever gets to the gate first will get in, and all subsequent tickets will be refused entry. This is generally a rare occurrence, but it is a risk of buying through a third party.

The tickets I received are on sheets of paper and have someone else's name on them. Are they legitimate?

The tickets are on sheets of paper because the original purchaser chose the print-at-home option when they purchased through Ticketmaster. The original purchaser does not need to be the one who uses the tickets, so they may still be legitimate even if the name doesn't match yours. It will be based on the barcode of the tickets whether they are legitimate or not.

What if you are “sold out” of tickets?

Before you buy tickets from any third-party site, make sure you check with the Ticket Office to see if there are tickets available in a location that you would like. Sometimes tickets open up closer to the event as the promoters and artists have seats on hold that they do not end up using. These seats can be released at any time, and we have no advance knowledge of when these seats may become available. If you do choose to purchase via a third-party site, make sure you get clear contact information so if there is any problem with your tickets, you can resolve it with the third-party site as we would only have record of the original purchase and not yours.

It can be difficult to identify deceptive ticket sites and the we want to ensure patrons can use the tickets they purchase to enter the facility and enjoy the shows in the Holland Civic Center Place.

Holland Civic Center Place Office

Located at the northwest entrance of the Holland Civic Center Place (150 W. 8th St.) at the corner of West 8th Street and Maple Avenue. Hours: Monday -Wednesday- Friday, 10:00 am – 2:00 pm

Charge by Phone: 1-800-745-3000

Online: www.ticketmaster.com

About Holland Civic Center

The Holland Civic Center is located at 150 West 8th Street, Holland (MI). In addition to an ideal downtown location, the facility has flexibility to host large and small gatherings. Events hosted at the Civic Center include: graduation ceremonies, corporate parties/meetings, trade shows, public expos, adult/youth recreation activities, wedding receptions, civic group meetings, concerts, and many other possibilities.

About VenuWorks

VenuWorks provide customized management solutions for arenas, stadiums, theatres, and convention centers throughout the country with services that include operations, catering, concessions, along with booking and marketing of sports and entertainment events.

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