

STONEWALL PRIDE 2023

**ENTRANCE GATE
PROCEDURES**

TRAINING MANUAL

This manual will serve as your reference for procedures at the entry stations for the Stonewall Pride Festival. It covers the three types of check-in lines and the four types of tickets.

Check-In stations at each gate:

1. Cash
2. Credit Card
3. Pre-paid

The four types of tickets are:

1. General Admission
 - a. For prepaid there are three subtypes
 - i. General Admission
 - ii. Parade entry
 - iii. Vendor/Staff entry
2. VIP
3. VIP Private Club
4. Women's Lounge

Tickets 2,3, & 4 include admission. They do NOT also have to buy a GA ticket unless they are buying a ticket for someone else at the same time.

Children under 12 are free.

Other than first responders, no other free entries, everyone needs to have a band

Picture of the bands with price and description on the following page.

Yellow = Sponsor (no parade), Volunteer, Staff, Crew \$10 (Entrance to Festival)



Pink = General Admission \$10 (Entrance to Festival)



Green = Parade \$10 (Entrance to Festival & Parade)



Red = VIP \$150 (5 Comped Drinks, Private Bar, A/C Tent, A/C Restrooms, Comped Food)



Black = VIP Private Club \$250 (VIP Level + 5 more Drinks, Private Bar & Lounge w/ Servers, Gourmet Food)



Blue = Women's Lounge \$55 (3 Comped Drinks, Private Bar, Comped Food)



CASH

The cash line will have several stations at a table.

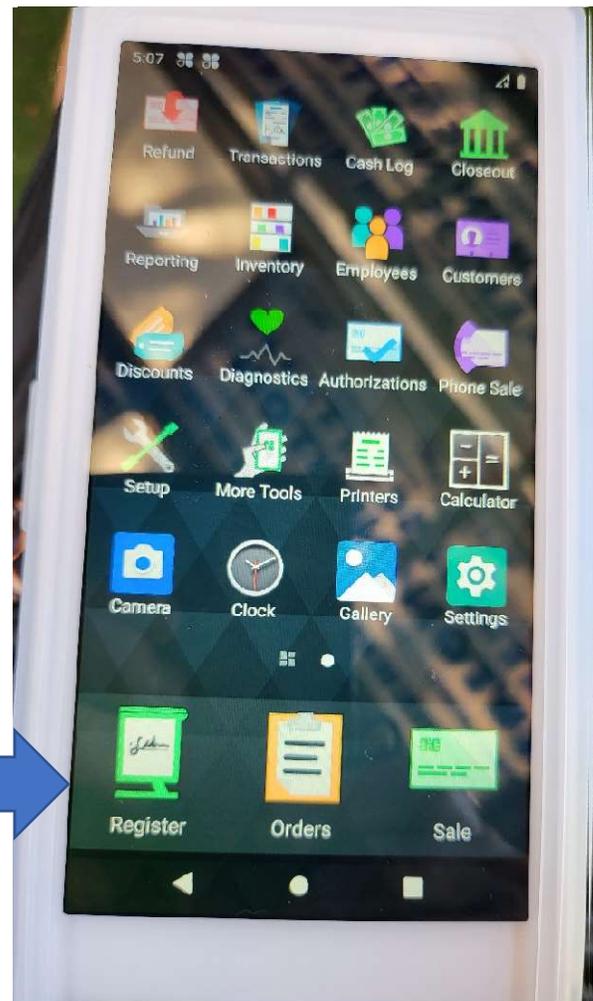
1. When the customer approaches inquire which type of admission band they want.
2. Collect the cash.
3. If the bill given is larger than the amount, leave it outside the cash box until customer receives their change.
4. Place all cash in the cash box.
5. Place the band on their wrist.

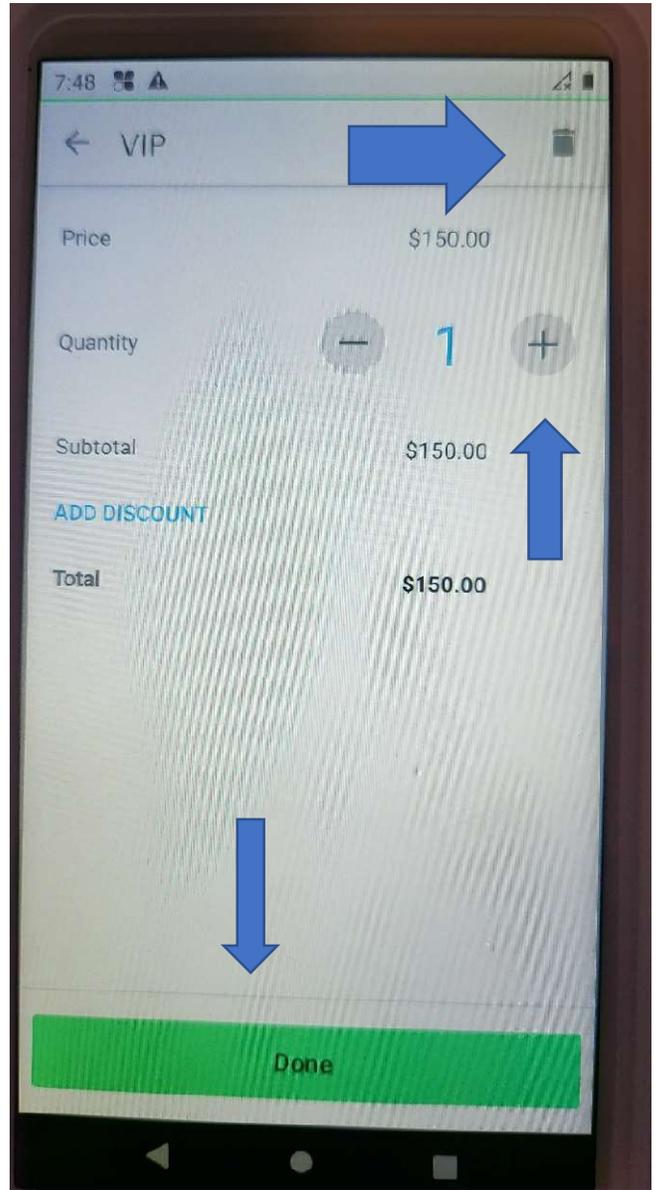
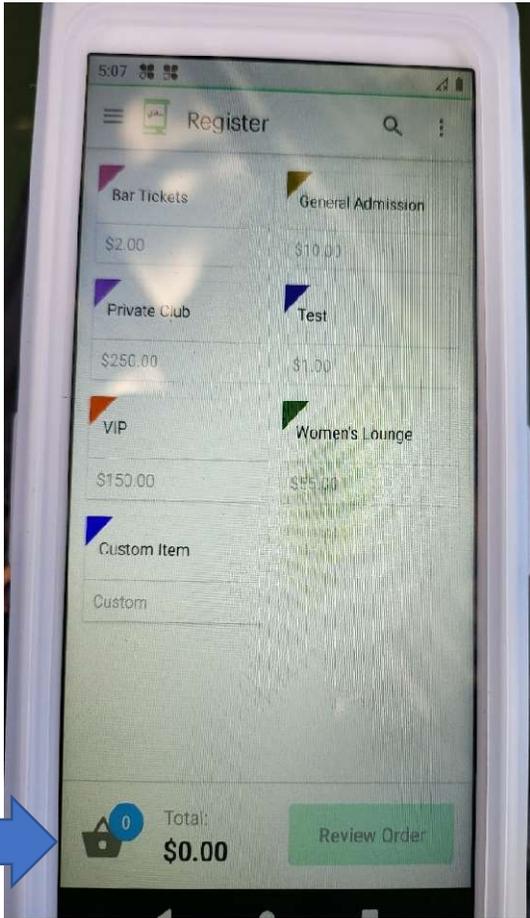
CREDIT CARD

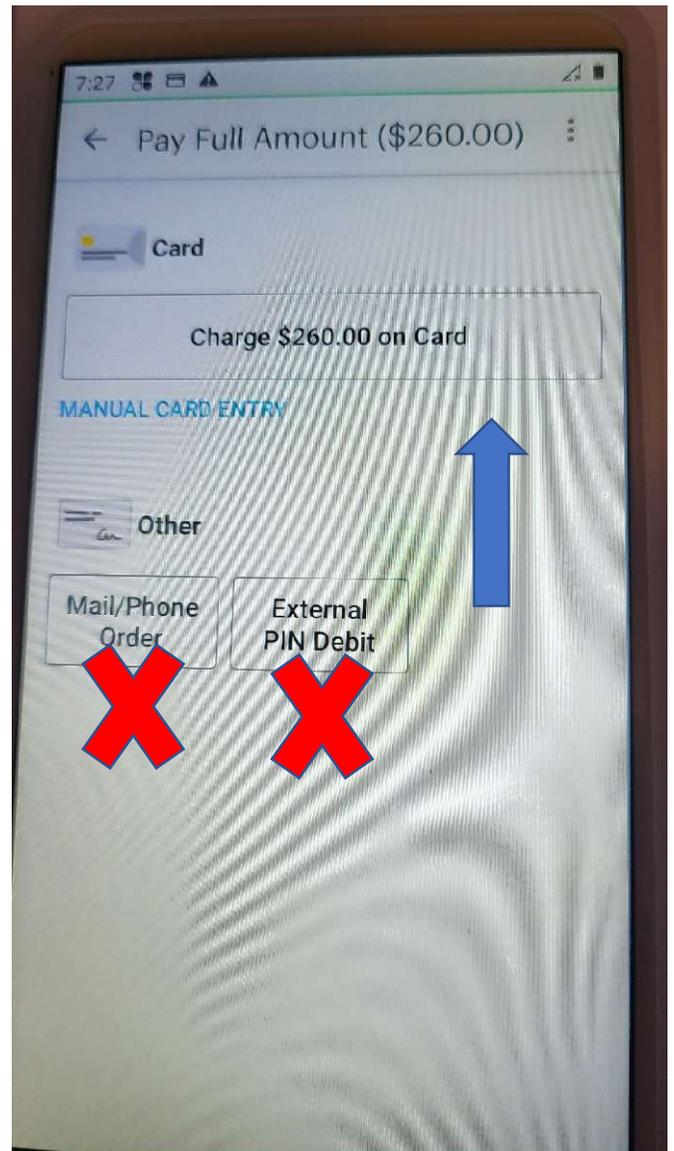
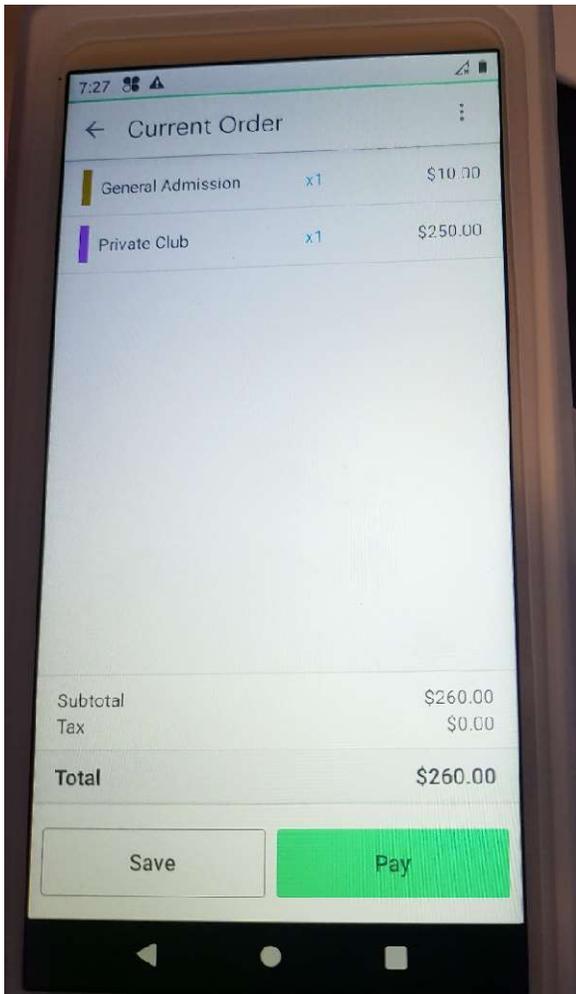
The credit card stations use the Clover POS device.

1. The power button is on the right side.
2. The pass code is 2435.
3. Click on the register button.
4. Ask customer which ticket they want:
 - a. General Admission - \$10
 - b. Women's Lounge - \$55
 - c. VIP - \$150
 - d. Private Club
 - e. Drink tickets will be sold in the VIP area only**
5. Press the button for that item and verify with customer.
 - a. If they want multiple types of an item (i.e. 2 GA tickets)
 - b. Click on the shopping bag on the lower left corner
 - c. Click on the item and click on the + key for the desired number
 - d. Click on done
 - e. If they want additional items click on the Current Button arrow
 - f. When all items are ordered click on the Review button
 - g. If correct Click on the Pay button

6. If a mistake is made, click on the shopping bag on the lower left
 - a. Click on the item to be removed
 - b. Press the trash can in the upper right corner
 - c. Return to the order
7. When they are ready to pay
 - a. Click on the charge card button
 - b. Insert, tap, or swipe card
 - c. To cancel sale click on the X on the top left corner
 - d. Remove and return card when processed
 - e. Click no receipt
 - f. Give the customers the bands they purchased
8. Note:
 - a. All cards are processed as credit cards, no keypad to enter PIN for debit cards
 - b. Apple or Google pay watch face should be tapped on Clover display







TICKET TAILOR

Set up a pre-paid ticket on your phone

- Scan QR code
- Choose any ticket you like and select next
- Under the order summary, at the Promo code link enter “Test” and apply
- Complete information and submit
- You will receive a QR code to use for the training



Test Site – 2300 Wilton Drive
Fri Jun 9, 2023 3:00 PM - Thu Jun 15, 2023 11:00 PM EDT

Select tickets > Your details > Review

Parade Participant Admission - Test \$1.00 Required for everyone participating in the parade. (Replaces need for Vendor Ticket)	0
Vendor & Staff Festival Admission - Test \$1.00 Required for anyone working in a booth	0
Festival Admission - Test \$1.00 Purchase Now to enjoy presale discount pricing and to avoid long entrance lines.	0
VIP & Festival Admission Test \$1.00 VIP TENT - 5 Free Drinks, Air Conditioning, Complimentary Food, Restroom Trailers	0
VIP Private Club & Festival Admission - Test \$1.00	0

p

Your tickets

Ticket 1 of 1



TICKET CODE
vK8QX

TICKET TYPE
Vendor & Staff Festival Admission - Test (inc. TEST)

ATTENDEE NAME
J A F

Your order

Test Site Fri Jun 9, 2023 3:00 PM - Thu Jun 15, 2023 11:00 PM EDT		
Vendor & Staff Festival Admission - Test	\$1.00 × 1	\$1.00
Order total		\$1.00

Do you have a promo code? 

Test



Device used is the Cricket phone

- Passcode is 5501

Log into the Ticket Tailor ap

- Login email is tt@hotspots.lgbt
- Password is on a sticker on the back of the phone
- Click on the scan button – choose “While using this ap”
- Scan customer’s QR code
 - Phone
 - Paper ticket
- The bottom of the screen will be a green box that will indicate which ticket they purchased, which band they get.
- If the screen moves too fast, check the doorlist and it will show you the list of tickets scanned.
- Give the customer the appropriate band

