ALIV Events Help Guide & FAQs

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ALIV Events Help Guide & FAQs

The Educational Topics below are broken out into 4 sections

1. Purchases
2. Account Management
3. Security & Protection
4. Ticket Holding
5. FAQs
6. Parade & Seating Details

Purchases

1. Benefits of Registering an Account

Registering for an ALIV Events account provides several benefits:

- Allows you to conveniently purchase tickets and access them at events for easy scanning.
- Enables you to transfer tickets or receive transferred tickets from others.
- Provides notifications about event updates.
- Gives you flexibility to use a credit card to purchase tickets on the app or website.
- If you purchase tickets with cash at a designated ALIV store, you can simply provide the mobile number associated with your account for faster processing.

2. Where to Purchase Junkanoo Tickets

All Junkanoo tickets can only be purchased EXCLUSIVELY with ALIV

- For Credit Card Payments, tickets will be available for purchase in the MyALIV Event App,
- or through the Events website portal (app.events.bealiv.com)
- For Cash Payments, tickets can be purchased in store at:
    a. ALIV Harbour Bay
    b. ALIV Marathon Mall
    c. ALIV Cable Beach

NOTE: For Instore Ticket purchases, all customers must preregister on the app or website with a valid mobile number and email.

3. How to View Purchased Tickets (Access your Digital Wallet)

- Don't worry about misplacing your ticket ever again. Your purchased tickets will be stored in the ALIV Events app or website portal's digital wallet:
- In the app, click on the wallet icon. Your tickets will be listed under the My Current Tickets tab.
- Select the event name to view your tickets.
- Note: In the wallet section, you can also view your Ticket History and Ticket Transfer History.

4. Can I Purchase Multiple Tickets at Once?

- Yes, you can purchase multiple tickets (10) simultaneously via the app, website, or in-store.

5. How to Purchase Tickets from the App

- Open the ALIV Events App
- Select Sign In.
- Enter your mobile number and password, then select Sign In.
- Choose the event you wish to attend. Pay attention to the event name and date if multiple events are listed.
- Select View Details.
- Choose Buy Tickets.
- Select the amount and type of ticket, once fully completed click "Buy Tickets." (always select the refresh icon in the upper right of select section to ensure the seats are available)
- Review the Order Summary page, accept the terms and conditions then select "Buy Tickets."
- You will be redirected to the secure payment screen.
- Enter your card information and confirm payment. (You will have 7mins to enter your details)
- A success message will appear once the transaction is complete.

6. How to Purchase Tickets from the Website

- Visit the ALIV Events website: app.events.bealiv.com
- Select Sign In.
- Enter your mobile number and password, then select Sign In.
- Choose the event you wish to attend. Pay attention to the event name and date if multiple events are listed.
- Select View Details.
- Choose Buy Tickets.
- Select the amount and type of ticket, once fully completed click "Proceed to Checkout." (always select the refresh icon in the upper right of select section to ensure the seats are available)
- Review the Order Summary page, accept the terms and conditions then select "Pay Now."
- You will be redirected to the secure payment screen.
- Enter your card information and confirm payment. (You will have 7mins to enter your details)
- A success message will appear once the transaction is complete.

7. How to Purchase Tickets instore with cash

- Pre-Registration is required if paying by cash or with a card. Customers can pre-register on the app or website.
- Visit an ALIV Locations: Harbour Bay, The Mall or Cable Beach ALIV locations.
- Account Verification at Store: Show your account on the app or website to the agent, and provide the mobile number used for sign-up. The agent will also verify your email.
- Select the sections, and seats you want to purchase. The ticket will be sent to your digital wallet using the mobile number provided.
- Confirm Receipt: Before leaving, confirm the receipt of the ticket in your mobile wallet with the agent.

1. How to Create an Account

- Download the ALIV Events app from your device's app store.
- Select Create Account.
- Enter your area code and your active mobile number.
- Click Sign Up.
- An OTP (One-Time Password) SMS will automatically be sent to the number you entered. Enter the OTP on the confirmation screen and select Validate.
- Enter your profile information (name, email, password of choice, and location).
- Select Create My Account.
- An OTP email will be sent to your entered email address.
- Enter the OTP on the confirmation screen and select Validate.
- You will be redirected to the ALIV Events home screen.

2. How to Sign in

Existing users should enter the mobile number associated with your account and your established password, then follow the provided prompts.

New users would need to create an account with a valid mobile number and email.

3. How to Change your Email

To change the email address associated with an ALIV Events account, customers should contact events.support@bealiv.com for further assistance.

4. What emails and SMS messages are sent by the system

- When a customer signs up for an account, an OTP code is sent to their mobile number and email address.
- When a customer forgets their password, an OTP code is sent to their mobile number to validate the reset request.
- After a customer completes a purchase, they receive an SMS confirmation followed by an email with a detailed order summary.

5. Troubleshooting Account Creation or Login Issues

If a customer encounters issues logging in (e.g., their mobile number is not recognized):

- Confirm that the mobile number used to create the account is still active and owned by the customer.
- If the issue persists, contact support by emailing eventsupport@bealiv.com. Be sure to include the mobile number and a brief description of the issue.

6. How to Change your Password

Option 1: In App:
- On the app's main screen, select Forgot Password.
- Enter 1 the area code and mobile number associated with the account and select Send.
- An OTP SMS will be sent to your number, once received enter the number in the field and select Validate.
- Once confirmed you will be redirected to reset your password. Once completed click submit and a confirmation message will appear on screen.

Option 2: Website:
- If logged in, select the profile icon on the right (initials e.g., "TJ") to access the profile page.
- Under Settings, select Change Password.
- Enter the current password, create a new password, then select Save & Update.

7. Benefits of Transferring a Ticket

Ticket transfers are useful if:

- The original purchaser cannot attend.
- Guests are arriving at different times.
- Tickets were purchased for someone else.

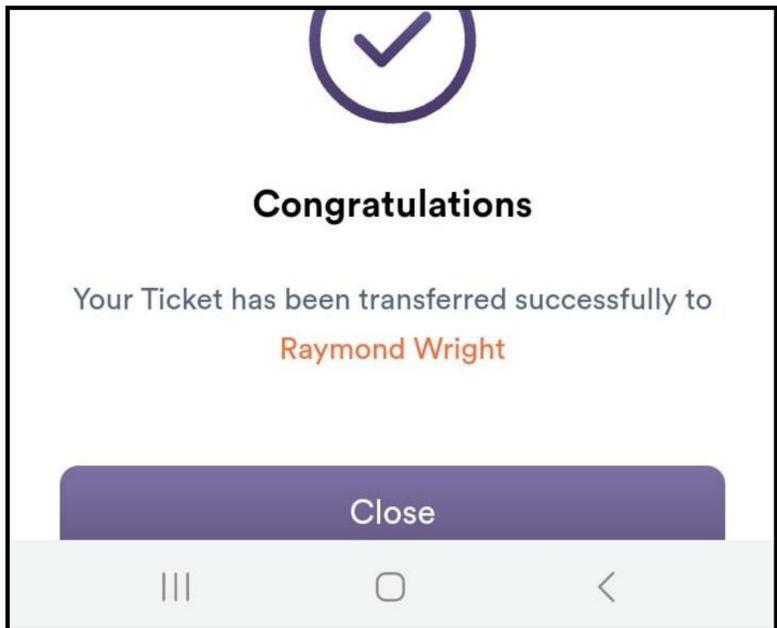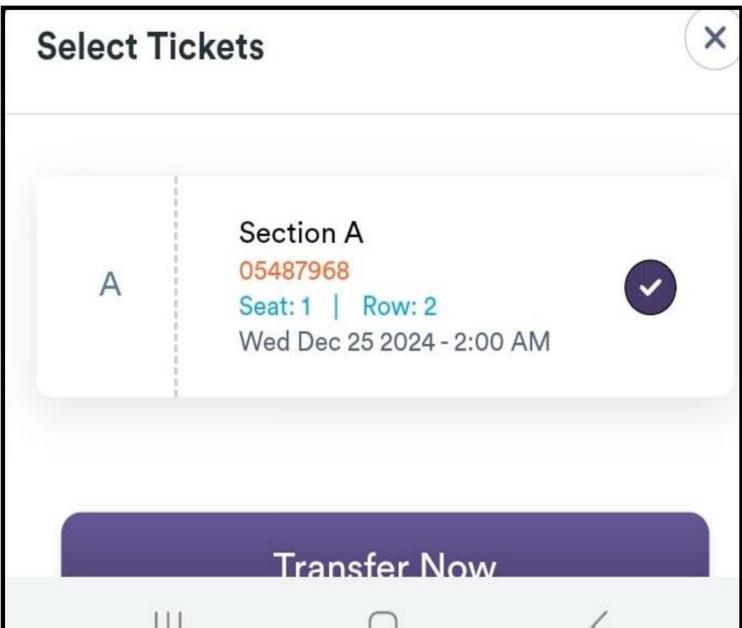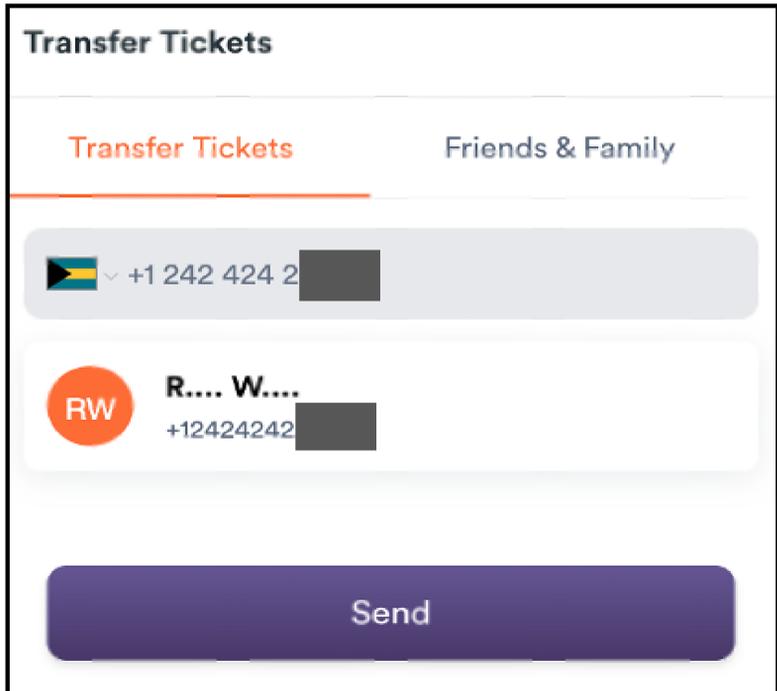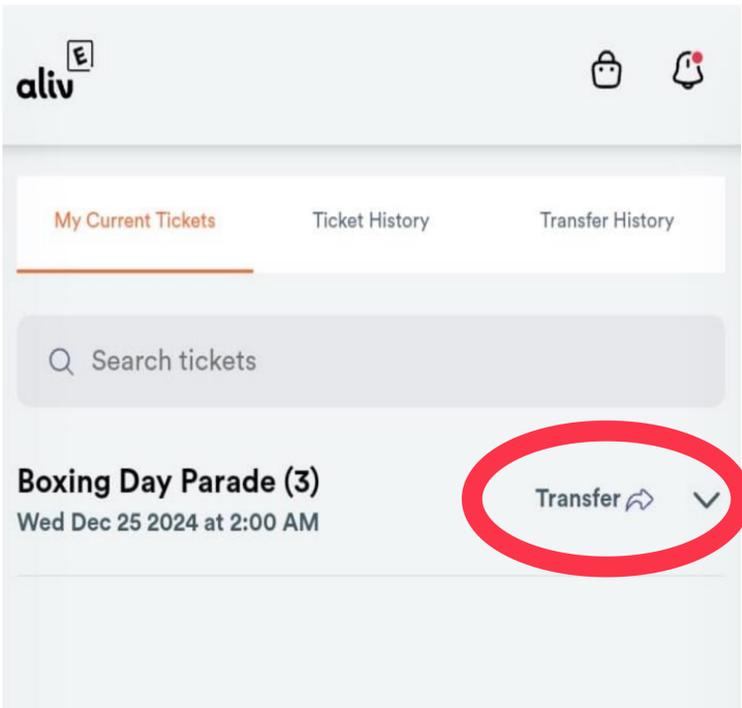## 8. How to Transfer your Tickets

1. Confirm the recipient's registration
Ensure the recipient has registered in the ALIV Events app.

2. Navigate to digital wallet
- Open the app or website and select the Wallet icon or the tab labeled "Wallet." Tap on My Current Tickets and locate the event you wish to transfer tickets for.
- In the upper right corner of the Event Name section click on Transfer.
- A transfer pop-up window will appear. Enter the recipient's mobile number including the area code (e.g., +1). The recipient's initials (from their registration) will appear. Select the correct mobile number and select Send. (PLEASE NOTE: If no result appears, the recipient has not successfully registered on the app.)
- Another pop up will appear prompting you to select tickets. Carefully select the ticket(s) you want to transfer.
- Once completed select Transfer Now. A "Congratulations" screen will appear for confirmation.

Note: Screenshots and printed copies of e-tickets will NOT be accepted at the gates.

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My Current Tickets | Ticket History | Transfer History

Search tickets

Boxing Day Parade (3)
Wed Dec 25 2024 at 2:00 AM

Transfer

Transfer Tickets

Transfer Tickets | Friends & Family

+1 242 424 2

R.... W....
RW
+12424242

Send

Select Tickets

A

Section A
05487968
Seat: 1 | Row: 2
Wed Dec 25 2024 - 2:00 AM

Transfer Now

✓

Congratulations

Your Ticket has been transferred successfully to
Raymond Wright

Close

9. How to Read Your Junkanoo Ticket

To locate the entry gate for your ticket, follow these guidelines:

- Look for Section Name and Entry Gate.
- On your ticket, find the area labeled Section Name and Entry Gate. The letter or number shown will indicate your specific gate entry.
- Identify Parade of Choice.
- This section will also specify the parade you have chosen to attend.
- Check Seat and Row Number.
- Additionally, your ticket will display the seat and row number, providing clear guidance on where you will be seated.

1. Accepted Payment Methods
- All major credit cards are accepted for payment within the app and website.
- Cash payments may be accepted if the event offers an onsite cash payment option.

2. Card Information Storage
- The ALIV Events app does not store credit card information.

3. Steps for Resolving Payment Issues
- If you encounter any issues with your payment or do not receive your event ticket, please contact events.support@bealiv.com.

Ticket Holding

1. How does the ticket hold process works?

Tickets are held for 7 minutes to prevent them from being sold to others. However, this only takes effect once you select your seats, add them to your cart and proceed immediately to checkout by clicking Proceed to Cart. You will then be taken to the credit card payment page.

On the payment page, your selected seats will be reserved for 7 minutes, allowing time to enter your payment details. If you do not complete the purchase within this timeframe, your selected tickets will be released and made available to other customers.

2. Can customers hold tickets in the app's cart and purchase them later at the store?

No, the app does not allow you to hold tickets in the cart to secure specific seats for in-store payment. Adding tickets to your cart does not guarantee those seats. Seats are only reserved for 7 minutes once you click "Proceed to Cart."

1. I can't access my tickets on the ALIV Events app. What should I do?

- Try refreshing the app by tapping the ALIV logo icon in the upper left corner.
- If the issue persists, please contact eventsupport@bealiv.com.

2. Where do I find the receipt for my ticket?

- Receipts will automatically be sent to the email address registered with your account.
- Alternatively, within the app, go to Order History in the menu to view all purchased tickets.

3. Are tickets refundable or exchangeable after purchase?

- All sales are final. Refunds and exchanges are subject to change based on the event host.
- Note: Junkanoo tickets are non-refundable.

4. Can I print my ticket or use a screenshot to access the event?

- No screenshots, emails or printed tickets and receipts will be allowed. Tickets must be presented from within the app. (View how to view my tickets for full steps pg. 1)

5. Can I re-scan my ticket at the event?

- Tickets can only be scanned once.

6. How many times can tickets be transferred?

- Customers can only transfer their tickets once, unless otherwise specified by the event holder.

7. Can I transfer tickets?

- Tickets are transferrable. Ensure that the recipient is registered in the ALIV Events app, then access the in-app wallet to view your current tickets and select Transfer.

8. How long can I hold tickets for?

- The hold process reserves seats for 7 minutes AFTER you select them, add them to your cart, and proceed to checkout. On the payment page, you have 7 minutes to enter your payment details. If the purchase isn't completed in that timeframe, the tickets are released back into the pool for resale.

9. How do I View In-App Notifications?

- Ensure you are signed in.
- Select the bell icon on the right to view your notifications.

Parade & Seating Details

1. Ticket Pricing

- Sections A,B,C,D - $ 25.00 + VAT
- Sections E,F,G,H,M - $45.00 +VAT
- Sections I,J,K,L - $55.00 +VAT

2. Where to access your gate

- For Section A: Frederick Street North
- For Section B, E & F: Charlotte Street North
- For Section D & G: Charlotte Street South
- For Section G: Charlotte Street South

- For Section H: Parliament Street South
- For Section I, J, & K: Sir Milo's Bust (checkpoint on East St.)
- For Section L – Bank Lane
- For Section M: East Street North
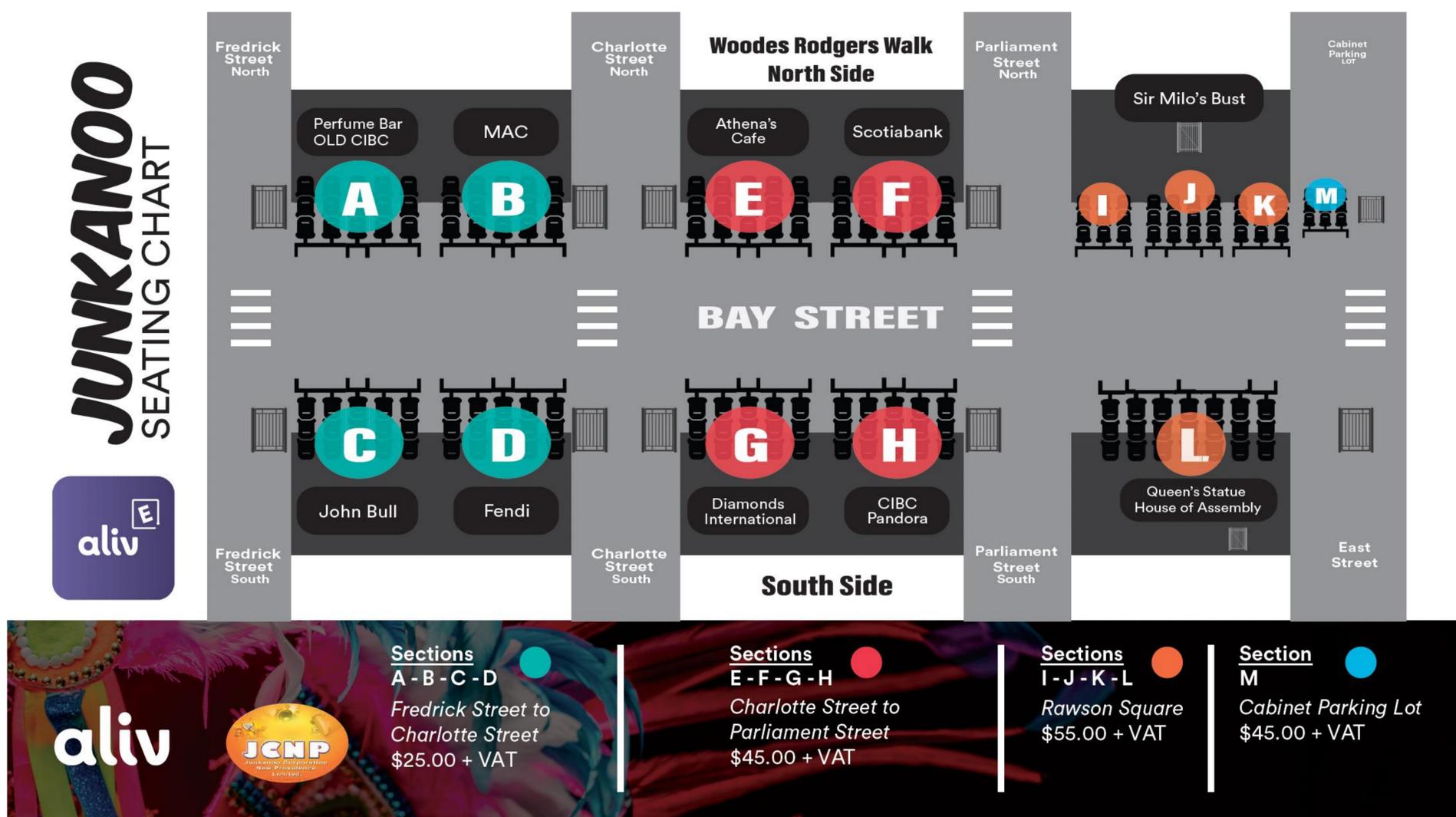
3. What time does Junkanoo start?

Boxing Day
Monday December 25th - Start time 10:00pm
Gates open at 8:00pm

New Year's Day Parade
Monday January 1st - Start time 2:01am
Gates open at 12:00am

JUNKANOO SEATING CHART

Fredrick Street North | Charlotte Street North | Woodes Rodgers Walk North Side | Parliament Street North | Cabinet Parking LOT

Perfume Bar OLD CIBC — A | MAC — B | Athena's Cafe — E | Scotiabank — F | Sir Milo's Bust | I J K M

BAY STREET

John Bull — C | Fendi — D | Diamonds International — G | CIBC Pandora — H | Queen's Statue House of Assembly — L

Fredrick Street South | Charlotte Street South | South Side | Parliament Street South | East Street

Sections A - B - C - D
Fredrick Street to Charlotte Street
$25.00 + VAT

Sections E - F - G - H
Charlotte Street to Parliament Street
$45.00 + VAT

Sections I - J - K - L
Rawson Square
$55.00 + VAT

Section M
Cabinet Parking Lot
$45.00 + VAT

Please note seat number starts from Left being the highest and Right being the lowest starting with 1.
All sections have 6 rows - 1 being the lowest row.
Sections L, J and M have more than 6 rows.

Email us at: events.support@bealiv.com

Chat Directly with us on: https://app.events.bealiv.com