# Ticketing FAQ

**How much are tickets?**
Daily tickets (1 day) are available for purchase for $25 plus processing fees. Weekend tickets (3 days) are available for purchase for $60 plus processing fees.

**Team Code Information:**
To keep our events private and better protect our junior athletes participating in events this season from any "undesirable" attendees, all spectators will need to enter a TEAM CODE at the Coupon Code prompt to access and purchase admission.

**How do I find my coupon code?**
Clubs are responsible for sharing each team's code with their spectators.

**Are codes limited?**
There are no limitations on admission at this time for this event. Multiple passes can be purchased in one transaction.

**Does my young child need a ticket?**
Those 11 and older need to purchase a ticket. Those 10 and younger do not need a ticket, but must enter with a ticketed adult.

**Entry Instructions:**
Spectators and coaches must show their QR codes and ID EACH TIME they enter the building. Spectators and coaches may also use SportWrench Express ticketing, please see instructions on second page.

**Can I share my ticket?**
No, tickets cannot be shared between individuals. Each ticket must be unique to an individual spectator. Tickets will have a first and last name assigned to the ticket. Names on tickets can be changed to another name so long as the ticket has not been scanned. Once a ticket is scanned, it is no longer viable for a name change.

**Refund Policy:**
Submit all refund requests to info@capitolhillvolleyball.com no later than the night before the event by 10:00 pm EST. Once a ticket is scanned, it is not assignable to any other individual or eligible for refund.

**Can I purchase tickets onsite?**
There will be NO onsite ticket purchase. All purchases must be done online at SportWrench.com

**No longer want to show your ID when entering the facility? Please read below for instructions on how to download SportWrench Express:**

1. Download and install SW Express app from the Apple App Store or Google Play Store
2. Once downloaded, log in to the app with your SportWrench account login information.
3. Next, verify your profile within the app to enable the Express features.
   - You will do this by taking pictures of yourself, a couple from different angles, and then upload your photo ID.
   - Please note: none of the images or information from your ID are ever sent or stored on the servers.
4. This verification process will allow the app to compare first and last name from the ID to the name on the ticket.
5. If all information matches up and the verification process approves the comparisons, then your profile is officially ready to be used for Express Tickets!

\*\*\* If the names do not match, or if the images are not alike enough between the ID and selfies taken, then that account is not automatically verified.

**This can be resolved**. You can visit the **help desk** on site and the staff member will be able to manually verify your ID and approve your SportWrench Express Account for the season. If you do not use the corresponding name on your ID, you will run into this issue (for example, Steven on ticket, Stephen on ID).

**Once you have completed your SportWrench Express account, it is active for all SportWrench events.**

[SportWrench Apple Download Link](#)

[SportWrench Android Download Link](#)