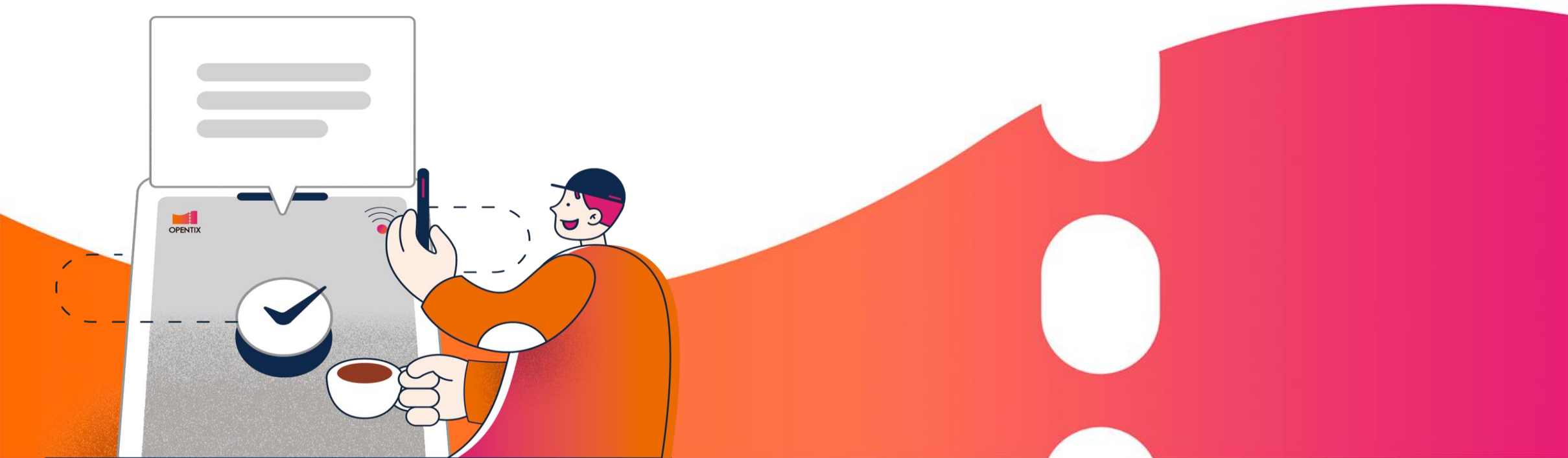
OPENTIX 國家兩廳院 NATIONAL THEATER & CONCERT HALL

OPENTIX兩廳院文化生活

Ticket Purchase & Ticket Collection Method



01

Does OPENTIX Offer Multiple Languages?

02

Register

03

Ticket Purchase Online

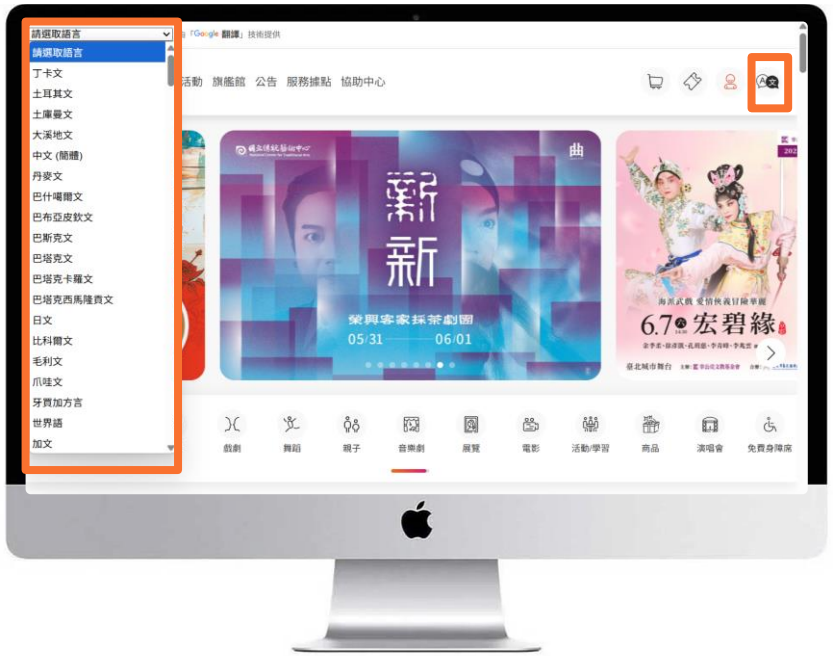
04

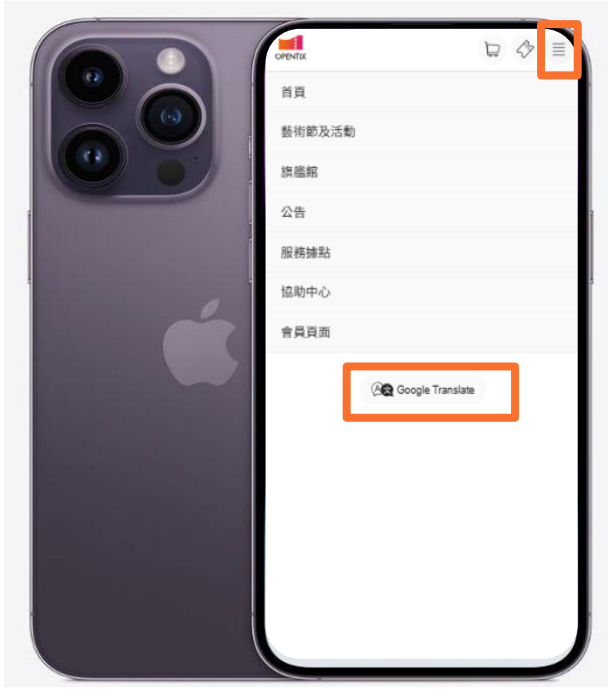
Ticket Collection Method

Does OPENTIX Offer Multiple Languages?

OPENTIX webpage offers multiple language options through Google Translate.

How to switch languages:

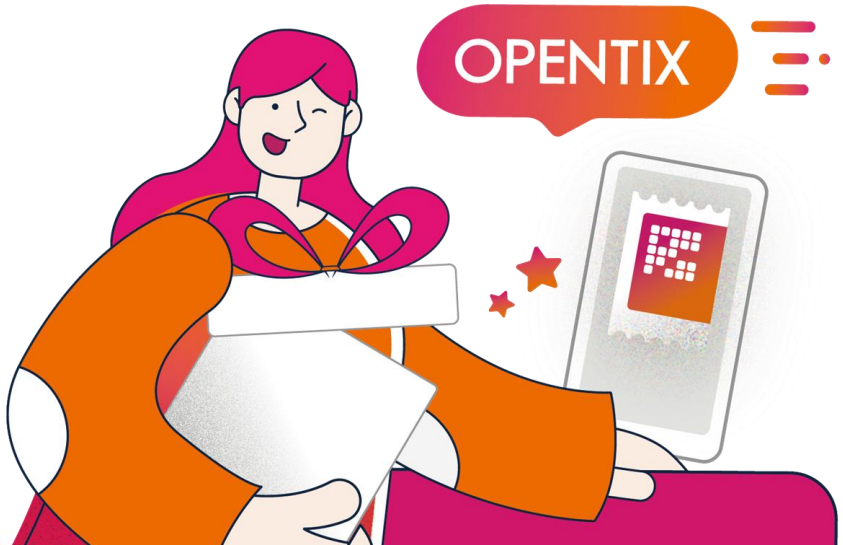




Desktop users: Click the Google Translate button located on the right side of the header. Then, select your preferred language from the menu.

Mobile web users: Tap the menu button on the right side of the header. Then, select "Google Translate" at the bottom and choose your preferred language.

▲Please note: The primary content of this page is in Chinese. If you encounter any translation errors, please consider the translated content for reference only.



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02

Register

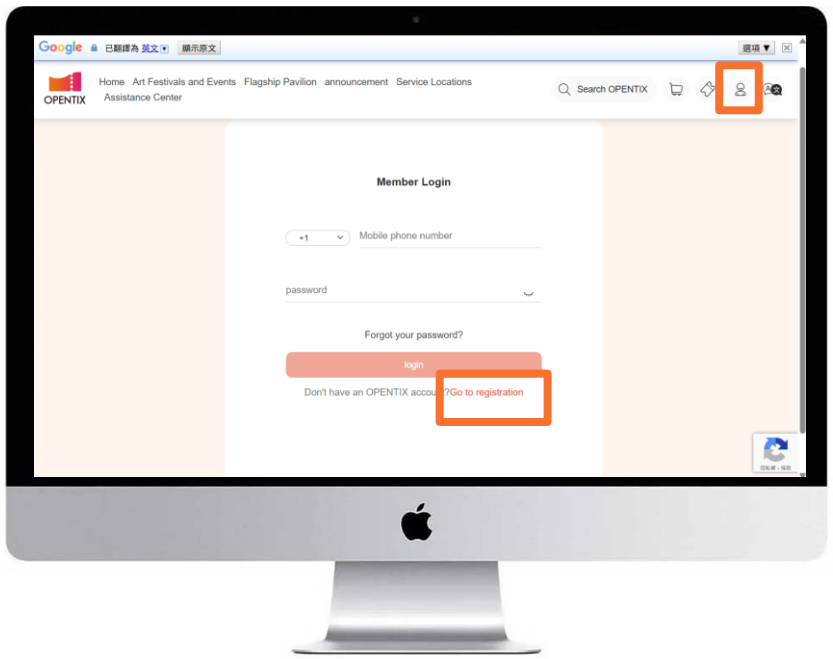
03

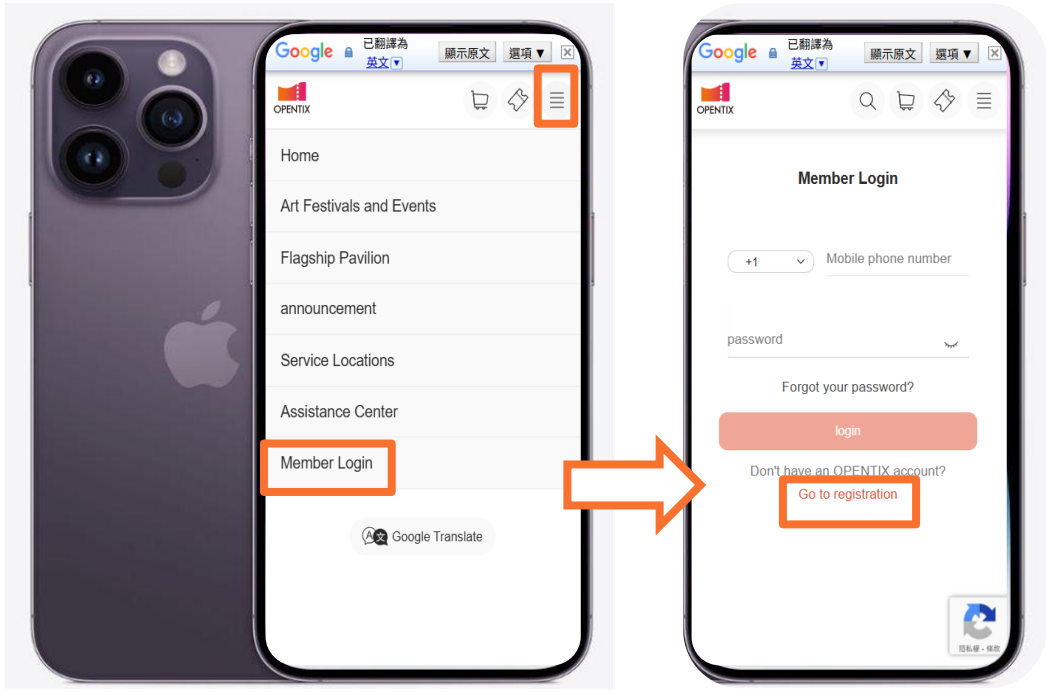
Ticket Purchase Online

04

Ticket Collection Method

How to register?





Desktop users **Mobile web users**

Go to the registration page by following the steps above. Enter and confirm your mobile phone number, read the privacy policy in detail, check the box to agree, and click "Verify Mobile Number".

▲OPENTIX will instantly send an 8-digit verification code SMS to the mobile phone number you filled in. Please enter the verification code within 5 minutes, set your password, and follow the steps to complete the information filling to complete the registration.
Each set of verification codes is valid for 5 minutes. In order to correctly execute the verification code authentication function, you need to wait for 5 minutes after each set of verification codes are sent before you can send SMS again. If a set of verification codes is entered incorrectly more than 3 times, the set of verification codes will become invalid and need to be resent for authentication.

I did not receive the registration verification code SMS, how can I complete the registration?

In addition, the following situations may cause the inability to receive text messages:

- The mobile phone signal is poor or the signal is congested: it is recommended to move to an environment with good signal and operate again.
- The mobile phone has a call blocking app (such as whoscall) installed or a built-in blacklist: please check the mobile phone settings and unblock it to avoid failure to receive text messages.
- The mobile phone number is set to "reject corporate SMS": It is recommended to confirm with the telecommunications operator whether the number has the "reject corporate SMS" service turned on.
- The mobile phone storage space is full, so text messages cannot be received: Please confirm the mobile phone storage space.
- The mobile phone's sleep or do not disturb mode is turned on: In this case, text messages will still be received, but push notifications will not pop up.

If the above status is confirmed to be normal, but you still cannot receive text messages smoothly, please download and fill out the OPENTIX membership application form and send the file to opentixservice@mail.npac-ntch.org. We will complete the membership registration within 1-2 working days and reply to your default login information by email.

01

Does OPENTIX Offer Multiple Languages?

02

Register

03

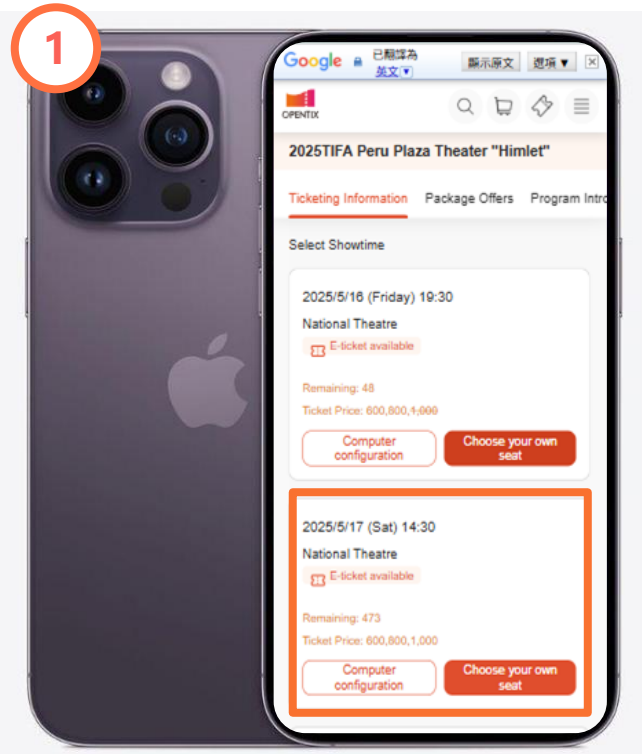
Ticket Purchase Online

04

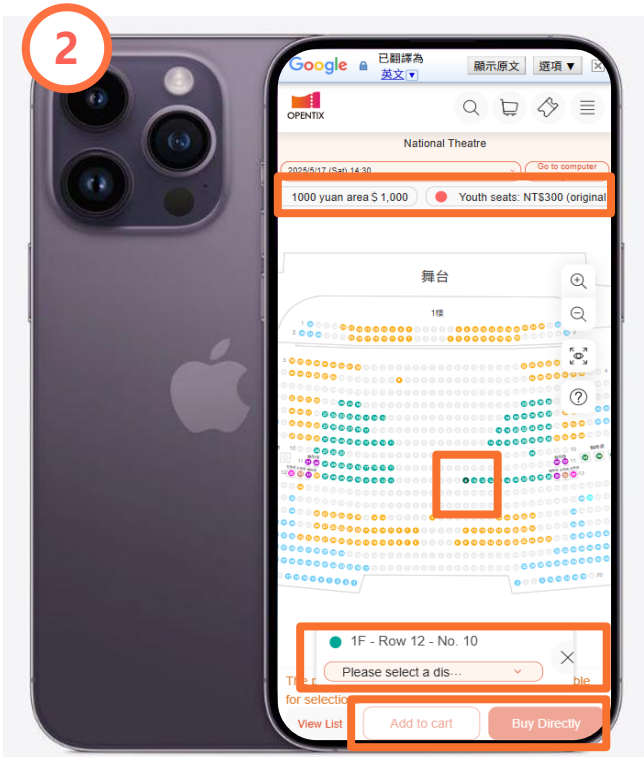
Ticket Collection Method

Ticket Purchase Online

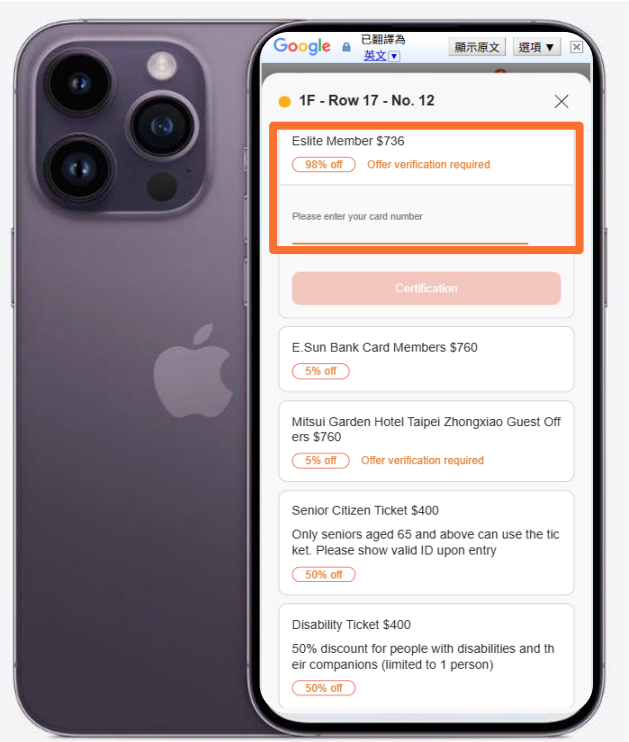
After registering as an OPENTIX member, you can purchase tickets on the OPENTIX Website.



Visit the program page to confirm the performance date and time you wish to purchase, as well as the seat selection method.

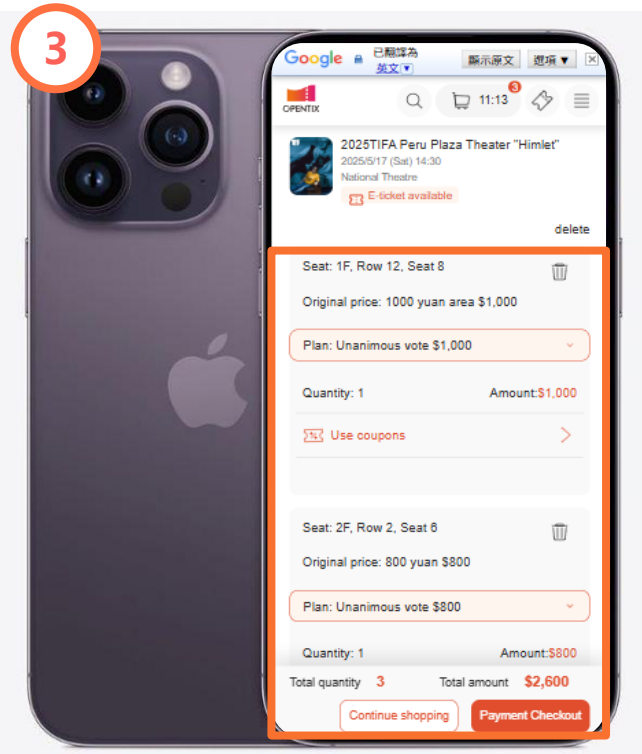


On the seat map page, select your preferred ticket price, seat, and discount program. Then click either "Add to Cart" or "Buy Directly" to continue.

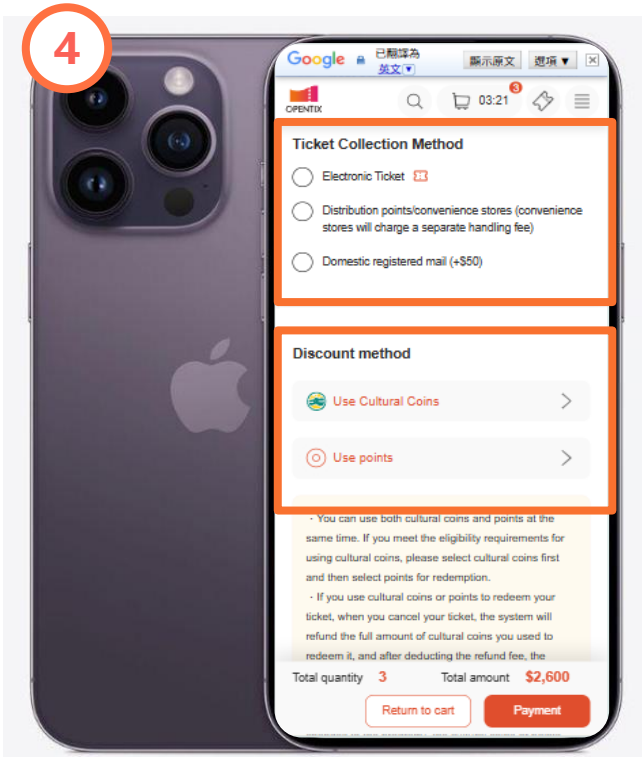


▲Please note: If you choose a discount program that requires identity verification (e.g., Rotary Club members), you will need to enter a verification code.

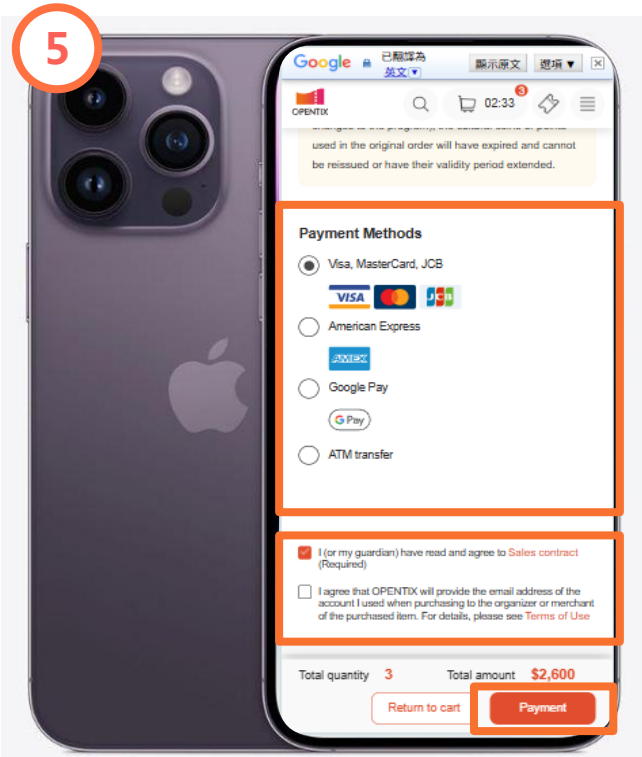
Ticket Purchase Online



In the shopping cart, review your ticket details, total quantity, and total amount. Then click “Payment Checkout” to continue.

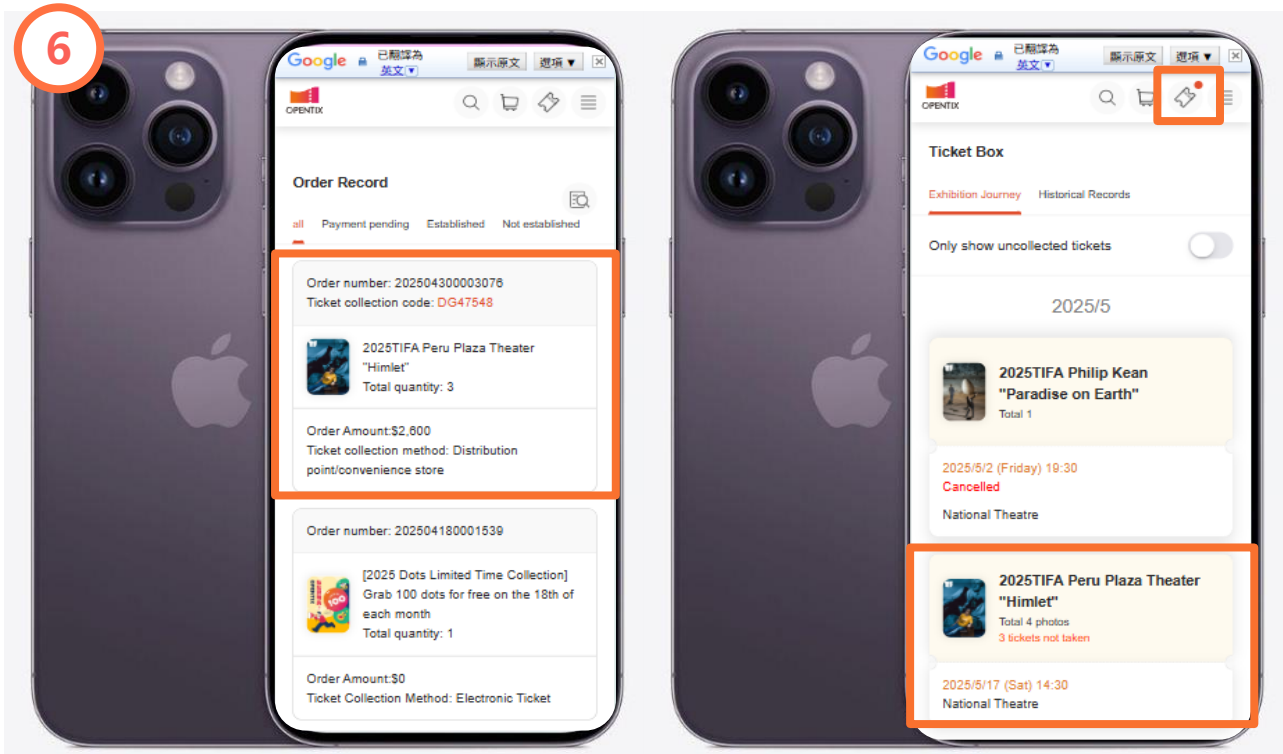


Please select the ticket collection method for your order, and confirm whether you would like to use a discount method. If you are not using any discounts, simply scroll down to continue.



After selecting your payment method, check the box that says “I (or my guardian) have read and agree to the Sales Contract (Required),” then click “Payment” to proceed and complete your purchase.

Ticket Purchase Online



You can check the ticket details of your purchase through “Member Page > Order Record” or view ticket information for each program and session in the “Ticket Box”.

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02

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03

Ticket Purchase Online

04

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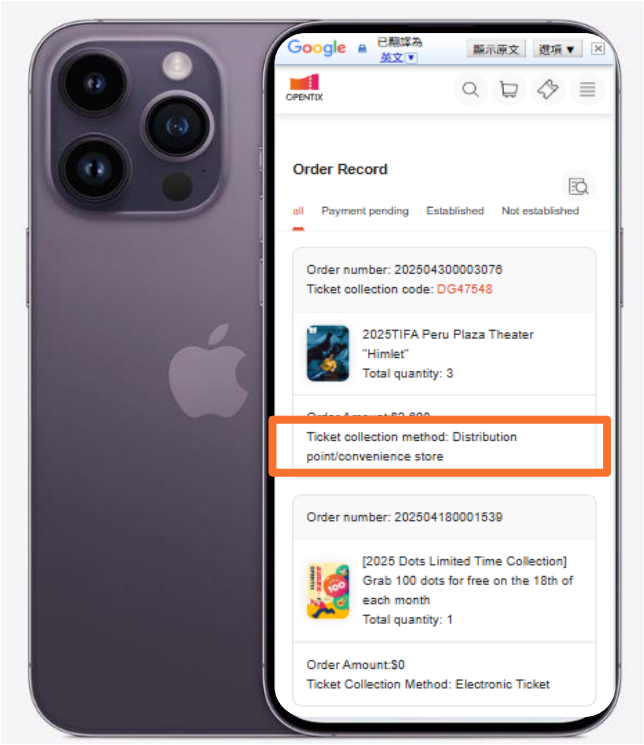
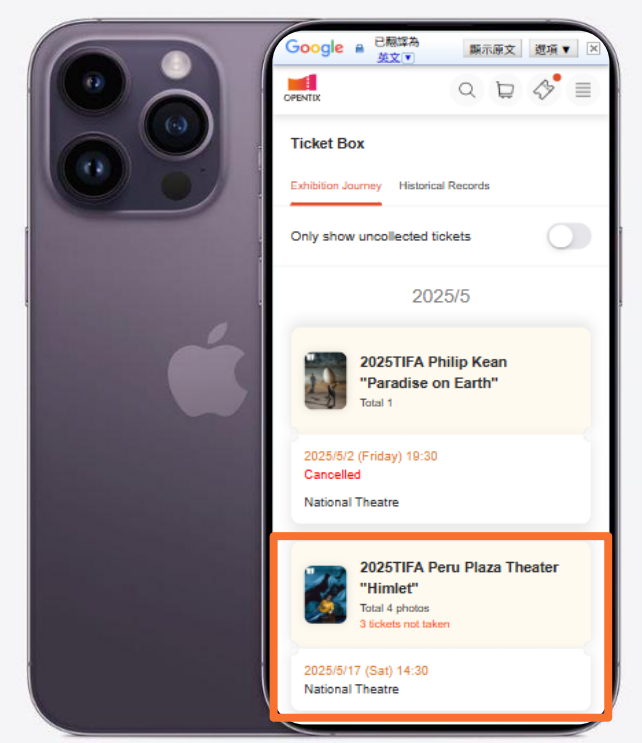
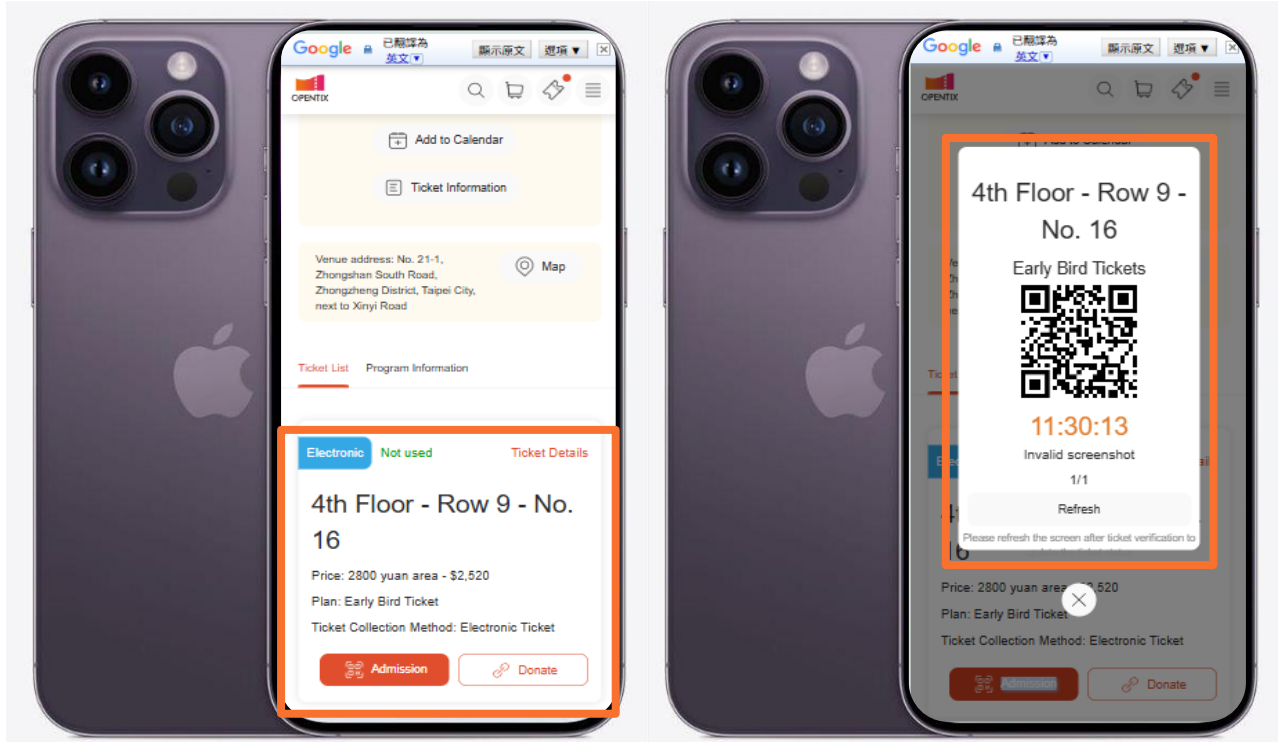


OPENTIX provides different ticket collection methods: "Electronic Ticket", "Distribution Point/Convenience Store" and "Domestic Registered Mail" (A postal service fee of NT$50 will be charged for each order). Depending on the type of program, time, venue and organizer selected, the ticket collection method for each program may vary.

To check the ticket collection method selected when ordering, please go to "Members > Order Records" or check the [OPENTIX Order Confirmation Notification] Email received after the order transaction is completed.

Ticket Collection Method: Choose [Electronic Ticket]

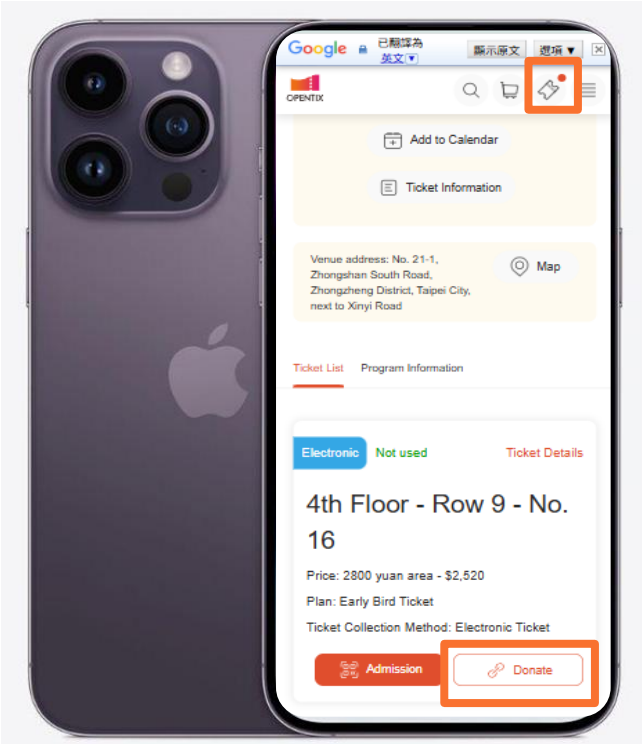




After the order is completed, the electronic ticket will be automatically loaded into the "Ticket Box" (for the web version, please click the ticket icon in the upper right corner to enter the ticket box; for the App, please directly click the "Ticket Box" below).

Press "Admission" to display the QR Code for ticket verification. Before entering, please be sure to bring your device and confirm that it has sufficient power. Screenshots or photos of the electronic ticket screen will not pass the ticket verification.

Ticket Collection Method: Transfer an Electronic Ticket



▲**Please note:** To use the OPENTIX e-ticket service, you must first have an OPENTIX member account. The recipient can register as a member first, or register after receiving your transfer link.

How to transfer an e-ticket?

1. Please go to the "Ticket Box" to select the e-ticket you want to transfer, and press "Donate".

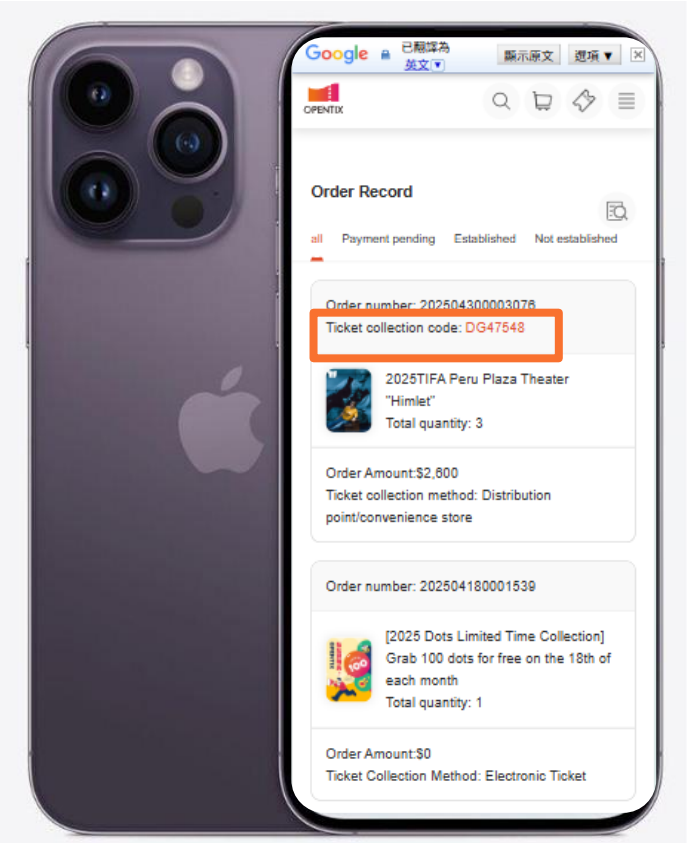
   ▲If you are using OPENTIX website, you can press "Copy Link" to send the transfer link to the other party using email or other communication software.

1. After pressing "Donate", a pop-up window will appear asking whether to transfer. Once you press "Donate" again, regardless of whether the transfer link has been sent to others, the e-ticket will be in the "transferring" status.
2. Before anyone receives it, you can press "Cancel transfer" by yourself; if the link is not received within 24 hours, the system will automatically cancel the transfer, and you will also receive a message that the "ticket transfer link is invalid." If you still need to transfer, please press "Transfer" again.
3. Once the ticket is received by the other party, the e-ticket will disappear from your "ticket box". Please confirm the relevant information yourself before transferring.

Ticket Collection Method: Choose [Distribution Point/Convenience Store]

Five minutes after the order is completed, you can go to any distribution point or convenience store to collect the ticket with your "Membership Account (Mobile Number)" and "Ticket Collection Code". To check the Ticket Collection Code, please go to "Members > Order Records".

View the information of OPENTIX distribution points and Convenience Store through this page.



▲**Please note:** If you purchase tickets for performances at the National Theater and Concert Hall, the National Taichung Opera House, or the National Taichung Center for the Arts, and have not picked up your tickets by "3 hours before the show", the ticket office of the performance venue will print out all the uncollected tickets. Please go directly to the ticket office of the performance venue to provide your "membership account" and "ticket collection code" or "identity card" to collect your tickets for admission; for performances not held at the above venues, please be sure to pick up your tickets at any distribution point or convenience store before the show.

Ticket Collection Method: Choose [Distribution Point/Convenience Store]

Collect Ticket of Distribution point

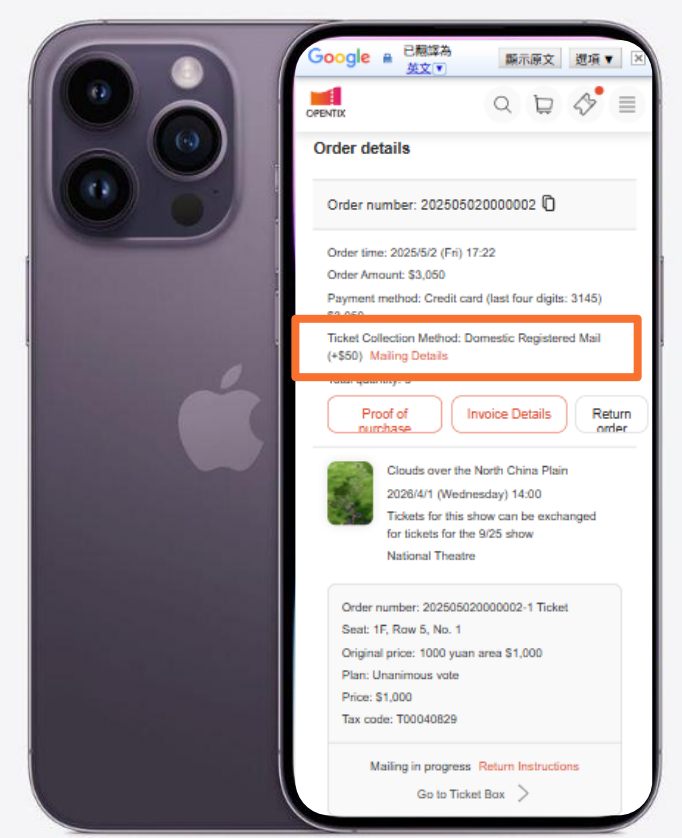
1. No ticket collection service fee is required.
2. Please provide the distribution point service personnel with your "membership account (mobile phone number)" and "ticket collection code" or "membership account (mobile phone number)" and the "credit card" used to pay for the purchase to collect the ticket.
3. View the business information of OPENTIX distribution points

Collect Ticket of Convenience Store

1. A ticket collection service fee of NT$10 per ticket must be paid on-site at the convenience store. If the program is cancelled or postponed, the ticket collection service fee won’ t be refunded to those who have already collected the tickets.
2. A maximum of 8 tickets can be collected per order at convenience stores, and tickets cannot be collected in batches. If the order exceeds 8 tickets, please go to the distribution point to collect the tickets.
3. Ticket collection information: Go to the "7-ELEVEN ibon", "FamilyMart FamiPort" or "Life-ET" machine, enter the "membership account" and "ticket collection code", and after the "ticket collection voucher" is printed, please go to the counter to collect the ticket within 10 minutes. If it exceeds 10 minutes, you need to wait 30 minutes and re-enter the ticket collection information to obtain a new "ticket collection voucher".

Ticket Collection Method: Choose [Domestic Mail]

1. A postal service fee of NT$50 will be charged for each order. Postal fees are charged separately for each order. Please confirm that the required items have been purchased before checking out.
2. You can go to "Order Record" and click on the order to check the delivery status of the order. Once the status is shipped, you can copy the "Logistics Tracking Number" below, and then click "Delivery Inquiry" to go to the post office's registered mail inquiry website to check the delivery status. (Please note that the post office only provides registered mail delivery information within three months).



▲**Please note:** To ensure that the ordered tickets can be delivered before the show, if the shopping cart contains tickets for a show with a show date within ten days, the "Domestic Mail" option will not appear. For example: for a show on 9/21, tickets purchased on or after 9/11 will not be available for mail delivery. During the Chinese New Year period, the schedule of this service will be adjusted and relevant information will be announced separately.

In the event of show cancellation or postponement, the mailing service fee will not be refunded unless the tickets have not been mailed.

Thank You

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