

New Ticketing System FAQ

The Museum has launched a new ticketing system to better serve our visitors. To help with this transition, here are some frequently asked questions and answers.

Need immediate assistance? We're here to help! Call (919) 715-5923 during regular Museum hours or email help@ncartmuseum.org. Museum hours are Tuesday–Sunday 10 am–5 pm. During ticketed special exhibitions, East Building is open until 9 pm on Friday.

Why is there a new ticketing system? Why do I have to log in?

We're always working to better serve you. This new platform will help us better provide ticketed experiences to events, concerts, exhibitions, and more. Plus, there are additional member perks: You no longer need to remember your member number! Once you're logged in, you can update your address, renew your membership, make a tax-deductible contribution, and register for events all within your account.

I'm a current member. How do I purchase tickets for the first time in the new system?

If you are a current Museum member and this is your first time logging in, go to visit.ncartmuseum.org and select "Reset Password." You will receive an email from help@ncartmuseum.org with a link to log in. From there you'll be prompted to create your new password.

I'm a member and I've set up my account. How do I see and apply my member benefits?

You must be logged in to view your member benefits and apply them at checkout. Follow the steps above to set up your account and complete your purchase with applicable member benefits.

I am NOT a current member. How do I purchase tickets for the first time in the new system?

Set up a new account by going online to visit.ncartmuseum.org. Register a new account and save your password for future purchases.

What is on sale in the new platform?

We are rolling upcoming events and exhibitions in our new platform; however, some programs will remain in the former site (including *Scott Avett: Invisible* exhibition tickets, some February events, and the Purim party) for the next few weeks. Here are key on-sale dates within the new platform:

- Memberships: Available now to join and renew
- Summer camps: On sale for members Tuesday, January 28, and Tuesday, February 25, for nonmembers
- Art in Bloom: On sale for members Thursday, February 6, and Tuesday, February 18, for nonmembers
- Spring exhibitions: Both the 3-for-1 and 5-for-1 tickets are available now, but will not be marked to members or visitors until February 25

What if I don't have an email address or don't want to create an account?

You can also purchase tickets by calling (919) 715-5923 during regular Museum hours or visiting the Museum ticketing desk in East Building. Museum hours are Tuesday–Sunday 10 am–5 pm. During ticketed special exhibitions, East Building is open until 9 pm on Friday.

How are taxes and fees added onto my Museum ticket and membership purchases?

When you check out, all final prices will include required North Carolina taxes and Museum convenience fees. Convenience fees will range in price from \$1 - \$6 based on the cost and type of event and will be applied to all transactions.

As an added benefit to members, convenience fees will be waived for in-person transactions for all free exhibition tickets associated with member benefits.

I'd like to make a donation. How do I do that in the new system?

Go to our [new donations page](#) and select the type and amount of gift you'd like to donate. From there, you'll be prompted to log into or create an account to complete your donation.