

TIMPANOGOS STORYTELLING

UTA and Timpanogos Storytelling Festival (“Festival”) FAQ sheet

- **How do I claim my eligibility code?**

Once you select the UTA Transit Pass option on the Festival website, you will be sent an email with an eligibility code to purchase your pass via the UTA GoRide mobile app.

- **How do I download my transit pass using the eligibility code?**

Download the UTA GoRide app onto your smart phone. For more information about this app, visit <http://rideuta.com/Fares-And-Passes/UTA-GoRide-Mobile-Ticketing>

- **I have purchased my pass(es) using the eligibility code, what’s next?**

Just prior to boarding any UTA service, go to your ticket manager in the UTA GoRide app and activate one Premium Daily Pass for each member older than 5 in your traveling party. The pass will be active for the remainder of the service day. Repeat this step as needed for each new day of the event.

- **What do I need to do before I ride using the mobile app?**

As you board a bus or as you’re asked for proof of fare from a UTA police officer or fare inspector on FrontRunner, Trax, or other UTA service, please open the UTA GoRide app to display your active tickets.

- **What if I do not have a smart phone?**

UTA has other discount options you could consider such as the FAREPAY card www.farepay.rideuta.com or a Group Pass available through the Ticket Vending Machines at all rail stations/platforms after 8:30 AM (\$15 for up to 4 people).

- **How much is the pass?**

Using the Festival eligibility code, the pass will be available for purchase for \$3.75 per attendee/per day. **Note: Children 5 and under ride free.*

- **What UTA services is the pass valid on?**

This pass is a Premium Day Pass valid on all UTA services including: FrontRunner, bus, TRAX, and Streetcar services. **Excludes Paratransit and Park City-SLC Connect services.*

- **How many days is the pass valid?**

The pass is valid the entire day on which the pass is activated via the UTA GoRide app.

- **How many passes can I purchase per eligibility code?**

Each eligibility code allows you to purchase as many passes as needed for your particular traveling group. All passes purchased with a single code will be housed on a single mobile device and cannot be transferred. Unused passes expire after the Festival ends.

- **What if I am not traveling as a group? Do I need more than 1 promo code?**
If you are not traveling as a group, each individual rider will need his/her own distinct eligibility code in order to purchase a pass.
- **How do I get another eligibility code?**
Please contact the Timpanogos Storytelling Festival at 801.426.8660 or email Story@TimpFest.org
- **I forgot and/or lost my eligibility code. What do I do?**
Please contact the Festival at 801.426.8660 or email Story@TimpFest.org
- **I never received an email with the promo code. What do I do?**
Please contact the Festival at 801.426.8660 or email Story@TimpFest.org
- **When can I purchase my transit pass using the UTA GoRide App?**
Passes are available for purchase from the time you enter your eligibility code until 7 pm on September 7, 2019.
- **When can I use my pass?**
The passes can be activated only between September 5-7, 2019. Unused passes will expire on September 8, 2019.
- **Can I get a refund for unused passes that I purchased?**
No. Event passes purchased through the UTA GoRide app are non-refundable.
- **Who can I call with questions?**
Please contact the Timpanogos Storytelling Festival with any questions at 801.426.8660. For UTA route and schedule information, call 1-888-RIDE-UTA (1.888.743.3882) or visit www.rideuta.com