



ISLANDWALK



ThunderTix

Introducing ThunderTix – Our New Lifestyle Event Registration Platform

We will be using this cloud-based platform for registration for all future Lifestyle events and activities. The Lifestyle Committee has opted to transition from check payments to **secure online credit/debit card payments only** for all 2026/2027 season events.



You will **NOT** be charged more for using this platform, as all applicable fees will be included in the advertised ticket price.



ThunderTix can be accessed from any web browser on a **desktop, laptop, tablet, or smartphone.**



How Will I Purchase Tickets?

The link to purchase tickets for all upcoming events and shows will be emailed to all residents during the **second week of September**. Our first event will open for registration on **September 11th** for Country Line Dancing.



Your e-tickets will be automatically emailed to you after you complete your order.



Assigned Seating

For events that require assigned seating, you will now be able to select your table when you register. Therefore, the sooner you register for an event, the better chance you will have of getting the table you want.

If you are attending with a group of residents and would like to sit together at the same table, you have two options:

- 1 One person from your group can purchase the entire table and collect payment directly from the other residents.
- 2 Your group can stop by the Lifestyle Office together and purchase seats at the same table using separate payment methods.



Complimentary Events



We will also be using ThunderTix for our complimentary events. There are no fees associated with free events; however, it is still very important that you complete the ticket-ordering process to secure your spot.



For event setup purposes, it is extremely important that we have an accurate count of how many residents to expect.



Need Assistance?



If you are apprehensive about using this online platform, you can stop by the Lifestyle Office and purchase tickets in person.



Please understand that payment must be made by **credit/debit card only — no checks, please.**



Ticket Refunds & Transfers



Due to the fees associated with using this system, **tickets are non-refundable once purchased**. Please make sure you are able to attend before purchasing your tickets. The only exception will be for emergencies.



If you are unable to attend an event, you may transfer your ticket to another IslandWalk resident at **no charge**.



Additional Benefits of ThunderTix

By utilizing ThunderTix, we will now be able to provide:

- ✓ Pre-show and pre-event reminders
- ✓ Post-show and post-event surveys
- ✓ A more secure way to manage your account and payment information



ThunderTix encrypts credit card data while it is in transit and does not store full credit card numbers on its servers. Only the last four digits are retained for identity verification.

*A Simpler, Safer and More Convenient Way to Register
for IslandWalk Lifestyle Events!*